

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Human Services	Application Development	Terry Davis	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Application Server Support Team	Kyle Burkhardt	0 0	1 0	0 0	1 0
		Mike Tyrrell	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Application Services	Bart Purser	0 0	5 0	0 0	5 0
		Bill Felt	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	11 1	0 0	11 1
		Dustin Crump	0 0	18 0	0 0	18 0
		Martin Gonzalez	0 0	5 5	0 0	5 5
		Paul Lundell	0 0	4 0	0 0	4 0

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## Human Services

			High	Low	Medium	FCR Total
Human Services	Application Services	Terry Forsgren	0 0	4 0	0 0	4 0
		Tony Larsen	0 0	10 1	0 0	10 1
		<b>Assigned to Individual Total</b>	0 0	58 7	0 0	58 7
	Application Support	Justin Rasmussen	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Application Support - Content Manager	Nate Olson	0 0	1 0	0 0	1 0
		None	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Application Support - Single Signon	Jaynee Kimber	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Application Support - USIIS	JC Alexander	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Application Support - Web Sites	Dennis Allred	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0

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## Human Services

			High	Low	Medium	FCR Total
Human Services	Application Support - WIC	Matthew Earl	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Billing	Sara Brown	0	2	0	2
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	2	0	2
			0	0	0	0
	Campus Networking	Charmaine Malan	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Capitol Hosting	Dale Hicks	0	1	0	1
			0	0	0	0
		Joe Benson	0	1	0	1
			0	0	0	0
		Matt Dunlap	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	3	0	3
			0	0	0	0
	Finance and Accounting	Steven Miller	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Help Desk	Brenda Treadway	0	34	0	34
			0	31	0	31
		Dawn Wayment	1	1	0	2
			0	0	0	0

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			High	Low	Medium	FCR Total
Human Services	Help Desk	Eileen Dubach	0	32	0	32
			0	32	0	32
		James Stearns	0	22	0	22
			0	22	0	22
		Julie VanBeekum	0	39	0	39
			0	39	0	39
		Sarah Johnson	0	2	0	2
			0	0	0	0
		Vicky Marrelli	0	41	0	41
			0	39	0	39
		<b>Assigned to Individual Total</b>	1	171	0	172
			0	163	0	163
	Internal Application Development and Support	Beth Hendricks	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Mainframe Systems Support	Greg Shoop	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Metro A Desktop Support	Adam Staks	0	2	0	2
			0	0	0	0
		Mike Beynon	0	5	0	5
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	7	0	7
			0	1	0	1
	Metro A Help Desk	Cindy Schroeder	0	2	0	2
			0	2	0	2

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			High	Low	Medium	FCR Total
Human Services	Metro A Help Desk	Ed Conrad	0 0	9 8	0 0	9 8
		<b>Assigned to Individual Total</b>	0 0	11 10	0 0	11 10
	Metro B Desktop Support	Annice Valdez	0 0	64 3	0 0	64 3
		Anthony Booyse	0 0	4 0	0 0	4 0
		Bill Crowther	0 0	9 1	0 0	9 1
		Cindy Reed	0 0	1 0	0 0	1 0
		Jay Locker	0 0	27 1	0 0	27 1
		Ken Bolkcom	0 0	11 3	0 0	11 3
		Matthew Blunk	0 0	4 0	0 0	4 0
		Michael Barth	0 0	17 2	0 0	17 2
		Peter Musser	0 0	21 5	0 0	21 5
		Sean Chadbourne	0 0	3 1	0 0	3 1
		Tyler Pearce	0 0	22 5	0 0	22 5
		<b>Assigned to Individual Total</b>	0 0	183 21	0 0	183 21

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## Human Services

			High	Low	Medium	FCR Total
Human Services	Metro B Help Desk	Gary Graham	0	229	0	229
			0	177	0	177
		Janet Hongsyvilay	0	356	0	356
			0	233	0	233
		Val Shepherd	0	246	0	246
			0	179	0	179
		<b>Assigned to Individual Total</b>	0	831	0	831
			0	589	0	589
	Metro B Hosting	Justin Rasmussen	0	12	0	12
			0	0	0	0
		Paul Engbersen	0	1	0	1
			0	0	0	0
		Paul Seager	0	12	0	12
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	25	0	25
			0	1	0	1
	Metro C Desktop Support	Ed Radke	0	1	0	1
			0	0	0	0
		Ken Knobel	0	2	0	2
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	3	0	3
			0	1	0	1
	Metro C Help Desk	Reed Stohel	0	65	0	65
			0	61	0	61
		Ross Owen	0	28	0	28
			0	28	0	28
		<b>Assigned to Individual Total</b>	0	93	0	93
			0	89	0	89

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## Human Services

			High	Low	Medium	FCR Total
Human Services	Metro D Help Desk	Doug Brown	0	3	0	3
			0	3	0	3
		Jed Patrick	0	1	0	1
			0	1	0	1
		John Robinson	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	5	0	5
			0	5	0	5
	Metro D Hosting	Sean McMillan	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Network Operations	Dave Bodily	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Operations Production Control	Cal Brinton	0	4	0	4
			0	1	0	1
		Christie Burnham	0	6	0	6
			0	3	0	3
		Duane Hardy	0	7	0	7
			0	6	0	6
		Lester Aoki	0	2	0	2
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	19	0	19
			0	10	0	10
	ORS Adobe Support	Justin Rasmussen	0	1	0	1
			0	0	0	0

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## Human Services

			High	Low	Medium	FCR Total
Human Services	ORS Adobe Support	<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	ORS Content Manager	Dan Barrett	0	10	0	10
			0	0	0	0
		Les Roberts	0	4	0	4
			0	1	0	1
		Pam Lee	0	4	0	4
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	18	0	18
			0	1	0	1
	Rural Central Desktop Support	Jay Barfuss	0	5	0	5
			0	4	0	4
		Jeremy Standifird	0	7	0	7
			0	0	0	0
		Jessica Purcell	0	38	0	38
			0	33	0	33
		John Donaldson	0	39	2	41
			0	24	0	24
		Paul Petersen	0	40	0	40
			0	13	0	13
		Randy Graham	0	1	0	1
			0	1	0	1
		Robert Case	0	54	0	54
			0	18	0	18
		Rod Montoya	0	1	0	1
			0	1	0	1
		Ron LeBaron	0	30	0	30
			0	13	0	13



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## Human Services

			High	Low	Medium	FCR Total
Human Services	Rural Central Desktop Support	Todd Hardy	0	4	0	4
			0	4	0	4
		Troy Morris	0	15	1	16
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	234	3	237
			0	112	0	112
	Rural North Desktop Support	Dane Smith	0	2	0	2
			0	0	0	0
		Don Higgs	0	3	0	3
			0	3	0	3
		Kelly Warren	0	2	0	2
			0	2	0	2
		Kim Ratushniak	0	24	0	24
			0	24	0	24
		Lori Hartzell	0	33	0	33
			0	21	0	21
		Neil Smedley	0	1	0	1
			0	1	0	1
		Ruston McKay	0	38	0	38
			0	38	0	38
		Ryan Casey	0	10	0	10
			0	6	0	6
		Wayne Higgs	0	3	0	3
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	116	0	116
			0	95	0	95
	Rural South Desktop Support	Doug Chaston	0	3	0	3
			0	2	0	2

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## Human Services

			High	Low	Medium	FCR Total
Human Services	Rural South Desktop Support	Doug Thornton	0 0	8 3	0 0	8 3
		Lance Nay	0 0	10 9	0 0	10 9
		Lane Adams	0 0	4 0	0 0	4 0
		Meladye Shively	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	3 0	0 0	3 0
		Scott Jesienouski	0 0	9 4	0 0	9 4
		<b>Assigned to Individual Total</b>	0 0	38 18	0 0	38 18
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0
		Robert Oliver	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Security	Austin Farey	0 0	1 1	0 0	1 1
		Bart Grant	0 0	3 1	0 0	3 1
		Garry Gregson	0 0	2 0	0 0	2 0
		Rick Johnson	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Human Services	Security	<b>Assigned to Individual Total</b>	0	7	0	7
			0	2	0	2
	Strategic Communications	Dennis Rogers	0	1	0	1
			0	0	0	0
		Luis Larios	0	2	0	2
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	3	0	3
			0	0	0	0
	USIIS Outreach	Jennifer Green	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Voice Operations	Gail Christiansen	0	6	0	6
			0	0	0	0
		Kelly Johnson	0	5	0	5
			0	0	0	0
		Leon Owen	0	2	0	2
			0	0	0	0
	Voice/Data/WAN Services	Romanza Hamblin Sorensen	0	18	0	18
			0	4	0	4
		<b>Assigned to Individual Total</b>	0	31	0	31
			0	4	0	4
		Mark Thomas	0	1	0	1
			0	0	0	0
		Mike Johnson	0	1	0	1
			0	0	0	0
		T Artis	0	3	0	3
			0	0	0	0

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			High	Low	Medium	FCR Total
Human Services	Voice/Data/WAN Services	Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Assigned Group Total		1	1,885	3	1,889
		0	1,133	0	1,133	
Customer Company Total			1	1,885	3	1,889
			0	1,133	0	1,133

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## Human Services

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Human Services	Application Development	Terry Davis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Server Support Team	Kyle Burkhardt	0 0	1 1	0 0	1 1
		Mike Tyrrell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Application Services	Bart Purser	0 0	5 0	0 0	5 0
		Bill Felt	0 0	1 1	0 0	1 1
		Danielle Hood	0 0	11 7	0 0	11 7
		Dustin Crump	0 0	18 1	0 0	18 1
		Martin Gonzalez	0 0	5 0	0 0	5 0
		Paul Lundell	0 0	4 1	0 0	4 1

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## Human Services

			High	Low	Medium	MIR Total
Human Services	Application Services	Terry Forsgren	0 0	4 0	0 0	4 0
		Tony Larsen	0 0	10 5	0 0	10 5
		<b>Assigned to Individual Total</b>	0 0	58 15	0 0	58 15
	Application Support	Justin Rasmussen	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Application Support - Content Manager	Nate Olson	0 0	1 0	0 0	1 0
		None	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Application Support - Single Signon	Jaynee Kimber	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Application Support - USIIS	JC Alexander	0 0	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	0 0	2 1	0 0	2 1
	Application Support - Web Sites	Dennis Allred	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Human Services	Application Support - WIC	Matthew Earl	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Billing	Sara Brown	0 0	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	0 0	2 1	0 0	2 1
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Capitol Hosting	Dale Hicks	0 0	1 1	0 0	1 1
		Joe Benson	0 0	1 0	0 0	1 0
		Matt Dunlap	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 1	0 0	3 1
	Finance and Accounting	Steven Miller	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	34 0	0 0	34 0
		Dawn Wayment	1 0	1 0	0 0	2 0

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			High	Low	Medium	MIR Total
Human Services	Help Desk	Eileen Dubach	0 0	32 0	0 0	32 0
		James Stearns	0 0	22 0	0 0	22 0
		Julie VanBeekum	0 0	39 0	0 0	39 0
		Sarah Johnson	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	41 1	0 0	41 1
		<b>Assigned to Individual Total</b>	1 0	171 1	0 0	172 1
	Internal Application Development and Support	Beth Hendricks	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Mainframe Systems Support	Greg Shoop	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Metro A Desktop Support	Adam Staks	0 0	2 0	0 0	2 0
		Mike Beynon	0 0	5 0	0 0	5 0
		<b>Assigned to Individual Total</b>	0 0	7 0	0 0	7 0
	Metro A Help Desk	Cindy Schroeder	0 0	2 0	0 0	2 0



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## Human Services

			High	Low	Medium	MIR Total
Human Services	Metro A Help Desk	Ed Conrad	0 0	9 0	0 0	9 0
		<b>Assigned to Individual Total</b>	0 0	11 0	0 0	11 0
	Metro B Desktop Support	Annice Valdez	0 0	64 1	0 0	64 1
		Anthony Booyse	0 0	4 0	0 0	4 0
		Bill Crowther	0 0	9 0	0 0	9 0
		Cindy Reed	0 0	1 0	0 0	1 0
		Jay Locker	0 0	27 1	0 0	27 1
		Ken Bolkcom	0 0	11 0	0 0	11 0
		Matthew Blunk	0 0	4 0	0 0	4 0
		Michael Barth	0 0	17 0	0 0	17 0
		Peter Musser	0 0	21 1	0 0	21 1
		Sean Chadbourne	0 0	3 0	0 0	3 0
		Tyler Pearce	0 0	22 0	0 0	22 0
		<b>Assigned to Individual Total</b>	0 0	183 3	0 0	183 3

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## Human Services

			High	Low	Medium	MIR Total
Human Services	Metro B Help Desk	Gary Graham	0	229	0	229
			0	4	0	4
		Janet Hongsyvilay	0	356	0	356
			0	7	0	7
	Metro B Hosting	Val Shepherd	0	246	0	246
			0	8	0	8
		<b>Assigned to Individual Total</b>	0	831	0	831
			0	19	0	19
	Metro C Desktop Support	Justin Rasmussen	0	12	0	12
			0	0	0	0
		Paul Engberson	0	1	0	1
			0	0	0	0
	Metro C Help Desk	Paul Seager	0	12	0	12
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	25	0	25
			0	0	0	0
	Metro C Desktop Support	Ed Radke	0	1	0	1
			0	0	0	0
		Ken Knobel	0	2	0	2
			0	0	0	0
	Metro C Help Desk	<b>Assigned to Individual Total</b>	0	3	0	3
			0	0	0	0
	Metro C Help Desk	Reed Stohel	0	65	0	65
			0	0	0	0
		Ross Owen	0	28	0	28
			0	0	0	0
	Metro C Help Desk	<b>Assigned to Individual Total</b>	0	93	0	93
			0	0	0	0

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			High	Low	Medium	MIR Total
Human Services	Metro D Help Desk	Doug Brown	0 0	3 0	0 0	3 0
		Jed Patrick	0 0	1 0	0 0	1 0
		John Robinson	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	5 0	0 0	5 0
	Metro D Hosting	Sean McMillan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Network Operations	Dave Bodily	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Operations Production Control	Cal Brinton	0 0	4 0	0 0	4 0
		Christie Burnham	0 0	6 0	0 0	6 0
		Duane Hardy	0 0	7 0	0 0	7 0
		Lester Aoki	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	19 0	0 0	19 0
	ORS Adobe Support	Justin Rasmussen	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Human Services	ORS Adobe Support	<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	ORS Content Manager	Dan Barrett	0	10	0	10
			0	2	0	2
		Les Roberts	0	4	0	4
			0	1	0	1
		Pam Lee	0	4	0	4
			0	2	0	2
		<b>Assigned to Individual Total</b>	0	18	0	18
			0	5	0	5
	Rural Central Desktop Support	Jay Barfuss	0	5	0	5
			0	0	0	0
		Jeremy Standifird	0	7	0	7
			0	0	0	0
		Jessica Purcell	0	38	0	38
			0	0	0	0
		John Donaldson	0	39	2	41
			0	5	0	5
		Paul Petersen	0	40	0	40
			0	0	0	0
		Randy Graham	0	1	0	1
			0	0	0	0
		Robert Case	0	54	0	54
			0	5	0	5
		Rod Montoya	0	1	0	1
			0	0	0	0
		Ron LeBaron	0	30	0	30
			0	1	0	1

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			High	Low	Medium	MIR Total
Human Services	Rural Central Desktop Support	Todd Hardy	0 0	4 0	0 0	4 0
		Troy Morris	0 0	15 1	1 1	16 2
		<b>Assigned to Individual Total</b>	0 0	234 12	3 1	237 13
	Rural North Desktop Support	Dane Smith	0 0	2 0	0 0	2 0
		Don Higgs	0 0	3 0	0 0	3 0
		Kelly Warren	0 0	2 0	0 0	2 0
		Kim Ratuszniak	0 0	24 1	0 0	24 1
		Lori Hartzell	0 0	33 0	0 0	33 0
		Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	38 0	0 0	38 0
		Ryan Casey	0 0	10 1	0 0	10 1
		Wayne Higgs	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	116 2	0 0	116 2
	Rural South Desktop Support	Doug Chaston	0 0	3 0	0 0	3 0

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As of 5/1/2012

## Human Services

			High	Low	Medium	MIR Total
Human Services	Rural South Desktop Support	Doug Thornton	0 0	8 0	0 0	8 0
		Lance Nay	0 0	10 0	0 0	10 0
		Lane Adams	0 0	4 1	0 0	4 1
		Meladye Shively	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	3 0	0 0	3 0
		Scott Jesienouski	0 0	9 0	0 0	9 0
		<b>Assigned to Individual Total</b>	0 0	38 1	0 0	38 1
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0
		Robert Oliver	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Security	Austin Farey	0 0	1 0	0 0	1 0
		Bart Grant	0 0	3 1	0 0	3 1
		Garry Gregson	0 0	2 1	0 0	2 1
		Rick Johnson	0 0	1 1	0 0	1 1

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	MIR Total
Human Services	Security	Assigned to Individual Total	0	7	0	7
			0	3	0	3
	Strategic Communications	Dennis Rogers	0	1	0	1
			0	0	0	0
		Luis Larios	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	USIIS Outreach	Jennifer Green	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Voice Operations	Gail Christiansen	0	6	0	6
			0	0	0	0
		Kelly Johnson	0	5	0	5
			0	0	0	0
		Leon Owen	0	2	0	2
			0	0	0	0
	Voice/Data/WAN Services	Romanza Hamblin Sorensen	0	18	0	18
			0	0	0	0
		Assigned to Individual Total	0	31	0	31
			0	0	0	0
		Mark Thomas	0	1	0	1
			0	0	0	0
		Mike Johnson	0	1	0	1
			0	0	0	0
		T Artis	0	3	0	3
			0	0	0	0

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	MIR Total
Human Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0	5 0	0 0	5 0
	Assigned Group Total		1 0	1,885 68	3 1	1,889 69
Customer Company Total			1 0	1,885 68	3 1	1,889 69



# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Human Services	Application Development	Terry Davis	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Application Server Support Team	Kyle Burkhardt	0 0.00	1 2.22	0 0.00	1 2.22
		Mike Tyrrell	0 0.00	1 0.73	0 0.00	1 0.73
		<b>Assigned to Individual Total</b>	0 0.00	2 1.48	0 0.00	2 1.48
	Application Services	Bart Purser	0 0.00	5 0.48	0 0.00	5 0.48
		Bill Felt	0 0.00	1 1.69	0 0.00	1 1.69
		Danielle Hood	0 0.00	11 2.54	0 0.00	11 2.54
		Dustin Crump	0 0.00	18 0.41	0 0.00	18 0.41
		Martin Gonzalez	0 0.00	5 0.43	0 0.00	5 0.43
		Paul Lundell	0 0.00	4 0.55	0 0.00	4 0.55

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTIR Total
Human Services	Application Services	Terry Forsgren	0 0.00	4 0.28	0 0.00	4 0.28
		Tony Larsen	0 0.00	10 0.91	0 0.00	10 0.91
		<b>Assigned to Individual Total</b>	0 0.00	58 0.93	0 0.00	58 0.93
	Application Support	Justin Rasmussen	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	2 0.00	0 0.00	2 0.00
	Application Support - Content Manager	Nate Olson	0 0.00	1 0.84	0 0.00	1 0.84
		None	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	2 0.42	0 0.00	2 0.42
	Application Support - Single Signon	Jayne Kimber	0 0.00	1 0.11	0 0.00	1 0.11
		<b>Assigned to Individual Total</b>	0 0.00	1 0.11	0 0.00	1 0.11
	Application Support - USIIS	JC Alexander	0 0.00	2 0.67	0 0.00	2 0.67
		<b>Assigned to Individual Total</b>	0 0.00	2 0.67	0 0.00	2 0.67
	Application Support - Web Sites	Dennis Allred	0 0.00	1 0.24	0 0.00	1 0.24
		<b>Assigned to Individual Total</b>	0 0.00	1 0.24	0 0.00	1 0.24

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTIR Total
Human Services	Application Support - WIC	Matthew Earl	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Billing	Sara Brown	0 0.00	2 2.68	0 0.00	2 2.68
		<b>Assigned to Individual Total</b>	0 0.00	2 2.68	0 0.00	2 2.68
	Campus Networking	Charmaine Malan	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Capitol Hosting	Dale Hicks	0 0.00	1 2.21	0 0.00	1 2.21
		Joe Benson	0 0.00	1 0.35	0 0.00	1 0.35
		Matt Dunlap	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	3 0.85	0 0.00	3 0.85
	Finance and Accounting	Steven Miller	0 0.00	1 25.86	0 0.00	1 25.86
		<b>Assigned to Individual Total</b>	0 0.00	1 25.86	0 0.00	1 25.86
	Help Desk	Brenda Treadway	0 0.00	34 0.02	0 0.00	34 0.02
		Dawn Wayment	1 0.00	1 0.00	0 0.00	2 0.00

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTIR Total
Human Services	Help Desk	Eileen Dubach	0 0.00	32 0.02	0 0.00	32 0.02
		James Stearns	0 0.00	22 0.01	0 0.00	22 0.01
		Julie VanBeekum	0 0.00	39 0.02	0 0.00	39 0.02
		Sarah Johnson	0 0.00	2 0.43	0 0.00	2 0.43
		Vicky Marrelli	0 0.00	41 0.04	0 0.00	41 0.04
		<b>Assigned to Individual Total</b>	1 0.00	171 0.03	0 0.00	172 0.03
	Internal Application Development and Support	Beth Hendricks	0 0.00	1 0.49	0 0.00	1 0.49
		<b>Assigned to Individual Total</b>	0 0.00	1 0.49	0 0.00	1 0.49
	Mainframe Systems Support	Greg Shoop	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Metro A Desktop Support	Adam Staks	0 0.00	2 0.22	0 0.00	2 0.22
		Mike Beynon	0 0.00	5 0.16	0 0.00	5 0.16
		<b>Assigned to Individual Total</b>	0 0.00	7 0.18	0 0.00	7 0.18
	Metro A Help Desk	Cindy Schroeder	0 0.00	2 0.00	0 0.00	2 0.00

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro A Help Desk	Ed Conrad	0 0.00	9 0.00	0 0.00	9 0.00
		<b>Assigned to Individual Total</b>	0 0.00	11 0.00	0 0.00	11 0.00
	Metro B Desktop Support	Annice Valdez	0 0.00	64 0.19	0 0.00	64 0.19
		Anthony Booyse	0 0.00	4 0.07	0 0.00	4 0.07
		Bill Crowther	0 0.00	9 0.15	0 0.00	9 0.15
		Cindy Reed	0 0.00	1 0.56	0 0.00	1 0.56
		Jay Locker	0 0.00	27 0.26	0 0.00	27 0.26
		Ken Bolkcom	0 0.00	11 0.04	0 0.00	11 0.04
		Matthew Blunk	0 0.00	4 0.04	0 0.00	4 0.04
		Michael Barth	0 0.00	17 0.17	0 0.00	17 0.17
		Peter Musser	0 0.00	21 0.31	0 0.00	21 0.31
		Sean Chadbourne	0 0.00	3 0.26	0 0.00	3 0.26
		Tyler Pearce	0 0.00	22 0.17	0 0.00	22 0.17
		<b>Assigned to Individual Total</b>	0 0.00	183 0.20	0 0.00	183 0.20

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro B Help Desk	Gary Graham	0 0.00	229 0.09	0 0.00	229 0.09
		Janet Hongsyvilay	0 0.00	356 0.18	0 0.00	356 0.18
		Val Shepherd	0 0.00	246 0.15	0 0.00	246 0.15
		<b>Assigned to Individual Total</b>	0 0.00	831 0.14	0 0.00	831 0.14
	Metro B Hosting	Justin Rasmussen	0 0.00	12 0.00	0 0.00	12 0.00
		Paul Engberson	0 0.00	1 0.15	0 0.00	1 0.15
		Paul Seager	0 0.00	12 0.01	0 0.00	12 0.01
		<b>Assigned to Individual Total</b>	0 0.00	25 0.01	0 0.00	25 0.01
	Metro C Desktop Support	Ed Radke	0 0.00	1 0.76	0 0.00	1 0.76
		Ken Nobel	0 0.00	2 0.06	0 0.00	2 0.06
		<b>Assigned to Individual Total</b>	0 0.00	3 0.29	0 0.00	3 0.29
	Metro C Help Desk	Reed Stohel	0 0.00	65 0.00	0 0.00	65 0.00
		Ross Owen	0 0.00	28 0.00	0 0.00	28 0.00
		<b>Assigned to Individual Total</b>	0 0.00	93 0.00	0 0.00	93 0.00

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro D Help Desk	Doug Brown	0 0.00	3 0.00	0 0.00	3 0.00
		Jed Patrick	0 0.00	1 0.00	0 0.00	1 0.00
		John Robinson	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	5 0.00	0 0.00	5 0.00
	Metro D Hosting	Sean McMillan	0 0.00	1 0.32	0 0.00	1 0.32
		<b>Assigned to Individual Total</b>	0 0.00	1 0.32	0 0.00	1 0.32
	Network Operations	Dave Bodily	0 0.00	1 4.24	0 0.00	1 4.24
		<b>Assigned to Individual Total</b>	0 0.00	1 4.24	0 0.00	1 4.24
	Operations Production Control	Cal Brinton	0 0.00	4 0.25	0 0.00	4 0.25
		Christie Burnham	0 0.00	6 0.15	0 0.00	6 0.15
		Duane Hardy	0 0.00	7 0.00	0 0.00	7 0.00
		Lester Aoki	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	19 0.10	0 0.00	19 0.10
	ORS Adobe Support	Justin Rasmussen	0 0.00	1 0.04	0 0.00	1 0.04

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTIR Total
Human Services	ORS Adobe Support	Assigned to Individual Total	0 0.00	1 0.04	0 0.00	1 0.04
	ORS Content Manager	Dan Barrett	0 0.00	10 1.44	0 0.00	10 1.44
		Les Roberts	0 0.00	4 0.76	0 0.00	4 0.76
		Pam Lee	0 0.00	4 2.37	0 0.00	4 2.37
		Assigned to Individual Total	0 0.00	18 1.50	0 0.00	18 1.50
	Rural Central Desktop Support	Jay Barfuss	0 0.00	5 0.00	0 0.00	5 0.00
		Jeremy Standifird	0 0.00	7 0.00	0 0.00	7 0.00
		Jessica Purcell	0 0.00	38 0.00	0 0.00	38 0.00
		John Donaldson	0 0.00	39 0.32	2 0.52	41 0.33
		Paul Petersen	0 0.00	40 0.08	0 0.00	40 0.08
		Randy Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Robert Case	0 0.00	54 0.25	0 0.00	54 0.25
		Rod Montoya	0 0.00	1 0.00	0 0.00	1 0.00
		Ron LeBaron	0 0.00	30 0.13	0 0.00	30 0.13



# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural Central Desktop Support	Todd Hardy	0 0.00	4 0.00	0 0.00	4 0.00
		Troy Morris	0 0.00	15 0.23	1 1.58	16 0.31
		<b>Assigned to Individual Total</b>	0 0.00	234 0.15	3 0.87	237 0.16
	Rural North Desktop Support	Dane Smith	0 0.00	2 0.11	0 0.00	2 0.11
		Don Higgs	0 0.00	3 0.00	0 0.00	3 0.00
		Kelly Warren	0 0.00	2 0.00	0 0.00	2 0.00
		Kim Ratuszniak	0 0.00	24 0.09	0 0.00	24 0.09
		Lori Hartzell	0 0.00	33 0.11	0 0.00	33 0.11
		Neil Smedley	0 0.00	1 0.00	0 0.00	1 0.00
		Ruston McKay	0 0.00	38 0.00	0 0.00	38 0.00
		Ryan Casey	0 0.00	10 0.47	0 0.00	10 0.47
		Wayne Higgs	0 0.00	3 0.00	0 0.00	3 0.00
		<b>Assigned to Individual Total</b>	0 0.00	116 0.09	0 0.00	116 0.09
	Rural South Desktop Support	Doug Chaston	0 0.00	3 0.08	0 0.00	3 0.08

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural South Desktop Support	Doug Thornton	0 0.00	8 0.28	0 0.00	8 0.28
		Lance Nay	0 0.00	10 0.01	0 0.00	10 0.01
		Lane Adams	0 0.00	4 0.57	0 0.00	4 0.57
		Meladye Shively	0 0.00	1 0.09	0 0.00	1 0.09
		Ryan Bennett	0 0.00	3 0.41	0 0.00	3 0.41
		Scott Jesienouski	0 0.00	9 0.20	0 0.00	9 0.20
		<b>Assigned to Individual Total</b>	0 0.00	38 0.21	0 0.00	38 0.21
	Salt Lake Data Center Operations	Kristi Behunin	0 0.00	1 0.00	0 0.00	1 0.00
		Robert Oliver	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	2 0.00	0 0.00	2 0.00
	Security	Austin Farey	0 0.00	1 0.55	0 0.00	1 0.55
		Bart Grant	0 0.00	3 1.46	0 0.00	3 1.46
		Garry Gregson	0 0.00	2 2.25	0 0.00	2 2.25
		Rick Johnson	0 0.00	1 1.30	0 0.00	1 1.30

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTIR Total
Human Services	Security	Assigned to Individual Total	0 0.00	7 1.53	0 0.00	7 1.53
	Strategic Communications	Dennis Rogers	0 0.00	1 0.35	0 0.00	1 0.35
		Luis Larios	0 0.00	2 0.19	0 0.00	2 0.19
		Assigned to Individual Total	0 0.00	3 0.24	0 0.00	3 0.24
	USIIS Outreach	Jennifer Green	0 0.00	1 1.70	0 0.00	1 1.70
		Assigned to Individual Total	0 0.00	1 1.70	0 0.00	1 1.70
	Voice Operations	Gail Christiansen	0 0.00	6 0.17	0 0.00	6 0.17
		Kelly Johnson	0 0.00	5 0.17	0 0.00	5 0.17
		Leon Owen	0 0.00	2 0.15	0 0.00	2 0.15
		Romanza Hamblin Sorensen	0 0.00	18 0.29	0 0.00	18 0.29
		Assigned to Individual Total	0 0.00	31 0.24	0 0.00	31 0.24
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.13	0 0.00	1 0.13
		Mike Johnson	0 0.00	1 0.06	0 0.00	1 0.06
		T Artis	0 0.00	3 0.33	0 0.00	3 0.33

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTIR Total
Human Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0.00	5 0.24	0 0.00	5 0.24
	Assigned Group Total		1 0.00	1,885 0.19	3 0.87	1,889 0.20
Customer Company Total			1 0.00	1,885 0.19	3 0.87	1,889 0.20

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Human Services	Application Development	Terry Davis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Server Support Team	Kyle Burkhardt	0 0	1 0	0 0	1 0
		Mike Tyrrell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Services	Bart Purser	0 0	5 0	0 0	5 0
		Bill Felt	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	11 2	0 0	11 2
		Dustin Crump	0 0	18 1	0 0	18 1
		Martin Gonzalez	0 0	5 0	0 0	5 0
		Paul Lundell	0 0	4 0	0 0	4 0

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	MR Total
Human Services	Application Services	Terry Forsgren	0 0	4 0	0 0	4 0
		Tony Larsen	0 0	10 0	0 0	10 0
		<b>Assigned to Individual Total</b>	0 0	58 3	0 0	58 3
	Application Support	Justin Rasmussen	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Application Support - Content Manager	Nate Olson	0 0	1 0	0 0	1 0
		None	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Application Support - Single Signon	Jayne Kimber	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Application Support - USIIS	JC Alexander	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Application Support - Web Sites	Dennis Allred	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	MR Total
Human Services	Application Support - WIC	Matthew Earl	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Billing	Sara Brown	0 0	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	0 0	2 1	0 0	2 1
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Capitol Hosting	Dale Hicks	0 0	1 0	0 0	1 0
		Joe Benson	0 0	1 0	0 0	1 0
		Matt Dunlap	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 0	0 0	3 0
	Finance and Accounting	Steven Miller	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	34 0	0 0	34 0
		Dawn Wayment	1 0	1 0	0 0	2 0

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	MR Total
Human Services	Help Desk	Eileen Dubach	0 0	32 0	0 0	32 0
		James Stearns	0 0	22 0	0 0	22 0
		Julie VanBeekum	0 0	39 0	0 0	39 0
		Sarah Johnson	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	41 1	0 0	41 1
		<b>Assigned to Individual Total</b>	1 0	171 1	0 0	172 1
	Internal Application Development and Support	Beth Hendricks	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Mainframe Systems Support	Greg Shoop	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Metro A Desktop Support	Adam Staks	0 0	2 0	0 0	2 0
		Mike Beynon	0 0	5 0	0 0	5 0
		<b>Assigned to Individual Total</b>	0 0	7 0	0 0	7 0
	Metro A Help Desk	Cindy Schroeder	0 0	2 0	0 0	2 0



# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	MR Total
Human Services	Metro A Help Desk	Ed Conrad	0 0	9 0	0 0	9 0
		<b>Assigned to Individual Total</b>	0 0	11 0	0 0	11 0
	Metro B Desktop Support	Annice Valdez	0 0	64 5	0 0	64 5
		Anthony Booyse	0 0	4 0	0 0	4 0
		Bill Crowther	0 0	9 0	0 0	9 0
		Cindy Reed	0 0	1 0	0 0	1 0
		Jay Locker	0 0	27 0	0 0	27 0
		Ken Bolkcom	0 0	11 2	0 0	11 2
		Matthew Blunk	0 0	4 0	0 0	4 0
		Michael Barth	0 0	17 1	0 0	17 1
		Peter Musser	0 0	21 0	0 0	21 0
		Sean Chadbourne	0 0	3 0	0 0	3 0
		Tyler Pearce	0 0	22 0	0 0	22 0
		<b>Assigned to Individual Total</b>	0 0	183 8	0 0	183 8

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	MR Total
Human Services	Metro B Help Desk	Gary Graham	0 0	229 1	0 0	229 1
		Janet Hongsyvilay	0 0	356 2	0 0	356 2
		Val Shepherd	0 0	246 1	0 0	246 1
		<b>Assigned to Individual Total</b>	0 0	831 4	0 0	831 4
	Metro B Hosting	Justin Rasmussen	0 0	12 0	0 0	12 0
		Paul Engberson	0 0	1 0	0 0	1 0
		Paul Seager	0 0	12 0	0 0	12 0
		<b>Assigned to Individual Total</b>	0 0	25 0	0 0	25 0
	Metro C Desktop Support	Ed Radke	0 0	1 0	0 0	1 0
		Ken Knobel	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	3 0	0 0	3 0
	Metro C Help Desk	Reed Stohel	0 0	65 0	0 0	65 0
		Ross Owen	0 0	28 0	0 0	28 0
		<b>Assigned to Individual Total</b>	0 0	93 0	0 0	93 0

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	MR Total
Human Services	Metro D Help Desk	Doug Brown	0 0	3 0	0 0	3 0
		Jed Patrick	0 0	1 0	0 0	1 0
		John Robinson	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	5 0	0 0	5 0
	Metro D Hosting	Sean McMillan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Network Operations	Dave Bodily	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	0 0	4 0	0 0	4 0
		Christie Burnham	0 0	6 0	0 0	6 0
		Duane Hardy	0 0	7 0	0 0	7 0
		Lester Aoki	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	19 0	0 0	19 0
	ORS Adobe Support	Justin Rasmussen	0 0	1 0	0 0	1 0

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	MR Total
Human Services	ORS Adobe Support	<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	ORS Content Manager	Dan Barrett	0	10	0	10
			0	1	0	1
		Les Roberts	0	4	0	4
			0	2	0	2
		Pam Lee	0	4	0	4
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	18	0	18
			0	4	0	4
	Rural Central Desktop Support	Jay Barfuss	0	5	0	5
			0	0	0	0
		Jeremy Standifird	0	7	0	7
			0	0	0	0
		Jessica Purcell	0	38	0	38
			0	0	0	0
		John Donaldson	0	39	2	41
			0	1	0	1
		Paul Petersen	0	40	0	40
			0	0	0	0
		Randy Graham	0	1	0	1
			0	0	0	0
		Robert Case	0	54	0	54
			0	0	0	0
		Rod Montoya	0	1	0	1
			0	0	0	0
		Ron LeBaron	0	30	0	30
			0	1	0	1

# Enterprise Incident Report April 2012

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## Human Services

			High	Low	Medium	MR Total
Human Services	Rural Central Desktop Support	Todd Hardy	0 0	4 0	0 0	4 0
		Troy Morris	0 0	15 2	1 0	16 2
		<b>Assigned to Individual Total</b>	0 0	234 4	3 0	237 4
	Rural North Desktop Support	Dane Smith	0 0	2 0	0 0	2 0
		Don Higgs	0 0	3 0	0 0	3 0
		Kelly Warren	0 0	2 0	0 0	2 0
		Kim Ratuszniak	0 0	24 0	0 0	24 0
		Lori Hartzell	0 0	33 0	0 0	33 0
		Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	38 0	0 0	38 0
		Ryan Casey	0 0	10 0	0 0	10 0
		Wayne Higgs	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	116 0	0 0	116 0
	Rural South Desktop Support	Doug Chaston	0 0	3 0	0 0	3 0

# Enterprise Incident Report April 2012

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## Human Services

			High	Low	Medium	MR Total
Human Services	Rural South Desktop Support	Doug Thornton	0 0	8 0	0 0	8 0
		Lance Nay	0 0	10 0	0 0	10 0
		Lane Adams	0 0	4 1	0 0	4 1
		Meladye Shively	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	3 0	0 0	3 0
		Scott Jesienouski	0 0	9 0	0 0	9 0
		<b>Assigned to Individual Total</b>	0 0	38 1	0 0	38 1
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0
		Robert Oliver	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Security	Austin Farey	0 0	1 0	0 0	1 0
		Bart Grant	0 0	3 0	0 0	3 0
		Garry Gregson	0 0	2 0	0 0	2 0
		Rick Johnson	0 0	1 0	0 0	1 0

# Enterprise Incident Report April 2012

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## Human Services

			High	Low	Medium	MR Total
Human Services	Security	Assigned to Individual Total	0	7	0	7
			0	0	0	0
	Strategic Communications	Dennis Rogers	0	1	0	1
			0	0	0	0
		Luis Larios	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	USIIS Outreach	Jennifer Green	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Gail Christiansen	0	6	0	6
			0	0	0	0
		Kelly Johnson	0	5	0	5
			0	0	0	0
		Leon Owen	0	2	0	2
			0	0	0	0
	Voice/Data/WAN Services	Romanza Hamblin Sorensen	0	18	0	18
			0	0	0	0
		Assigned to Individual Total	0	31	0	31
			0	0	0	0
		Mark Thomas	0	1	0	1
			0	0	0	0
		Mike Johnson	0	1	0	1
			0	0	0	0
		T Artis	0	3	0	3
			0	0	0	0

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	MR Total
Human Services	Voice/Data/WAN Services	Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Assigned Group Total		1 0	1,885 27	3 0	1,889 27
Customer Company Total			1 0	1,885 27	3 0	1,889 27



# Enterprise Incident Report April 2012

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## Human Services

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Human Services	Application Development	Terry Davis	0 0.00	1 0.03	0 0.00	1 0.03
		<b>Assigned to Individual Total</b>	0 0.00	1 0.03	0 0.00	1 0.03
	Application Server Support Team	Kyle Burkhardt	0 0.00	1 3.26	0 0.00	1 3.26
		Mike Tyrrell	0 0.00	1 0.73	0 0.00	1 0.73
		<b>Assigned to Individual Total</b>	0 0.00	2 2.00	0 0.00	2 2.00
	Application Services	Bart Purser	0 0.00	5 0.80	0 0.00	5 0.80
		Bill Felt	0 0.00	1 2.81	0 0.00	1 2.81
		Danielle Hood	0 0.00	11 3.78	0 0.00	11 3.78
		Dustin Crump	0 0.00	18 1.23	0 0.00	18 1.23
		Martin Gonzalez	0 0.00	5 1.25	0 0.00	5 1.25
		Paul Lundell	0 0.00	4 1.81	0 0.00	4 1.81

# Enterprise Incident Report April 2012

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## Human Services

			High	Low	Medium	ATTR Total
Human Services	Application Services	Terry Forsgren	0 0.00	4 0.49	0 0.00	4 0.49
		Tony Larsen	0 0.00	10 2.52	0 0.00	10 2.52
		<b>Assigned to Individual Total</b>	0 0.00	58 1.92	0 0.00	58 1.92
	Application Support	Justin Rasmussen	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	2 0.00	0 0.00	2 0.00
	Application Support - Content Manager	Nate Olson	0 0.00	1 1.90	0 0.00	1 1.90
		None	0 0.00	1	0 0.00	1
		<b>Assigned to Individual Total</b>	0 0.00	2 1.90	0 0.00	2 1.90
	Application Support - Single Signon	Jaynee Kimber	0 0.00	1 0.22	0 0.00	1 0.22
		<b>Assigned to Individual Total</b>	0 0.00	1 0.22	0 0.00	1 0.22
	Application Support - USIIS	JC Alexander	0 0.00	2 0.67	0 0.00	2 0.67
		<b>Assigned to Individual Total</b>	0 0.00	2 0.67	0 0.00	2 0.67
	Application Support - Web Sites	Dennis Allred	0 0.00	1 0.24	0 0.00	1 0.24
		<b>Assigned to Individual Total</b>	0 0.00	1 0.24	0 0.00	1 0.24

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTR Total
Human Services	Application Support - WIC	Matthew Earl	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Billing	Sara Brown	0 0.00	2 99.29	0 0.00	2 99.29
		<b>Assigned to Individual Total</b>	0 0.00	2 99.29	0 0.00	2 99.29
	Campus Networking	Charmaine Malan	0 0.00	1 1.49	0 0.00	1 1.49
		<b>Assigned to Individual Total</b>	0 0.00	1 1.49	0 0.00	1 1.49
	Capitol Hosting	Dale Hicks	0 0.00	1 2.83	0 0.00	1 2.83
		Joe Benson	0 0.00	1 0.61	0 0.00	1 0.61
		Matt Dunlap	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	3 1.15	0 0.00	3 1.15
	Finance and Accounting	Steven Miller	0 0.00	1 25.86	0 0.00	1 25.86
		<b>Assigned to Individual Total</b>	0 0.00	1 25.86	0 0.00	1 25.86
	Help Desk	Brenda Treadway	0 0.00	34 0.03	0 0.00	34 0.03
		Dawn Wayment	1 0.02	1 0.06	0 0.00	2 0.04

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## Human Services

			High	Low	Medium	ATTR Total
Human Services	Help Desk	Eileen Dubach	0 0.00	32 0.10	0 0.00	32 0.10
		James Stearns	0 0.00	22 0.01	0 0.00	22 0.01
		Julie VanBeekum	0 0.00	39 0.12	0 0.00	39 0.12
		Sarah Johnson	0 0.00	2 0.81	0 0.00	2 0.81
		Vicky Marrelli	0 0.00	41 0.45	0 0.00	41 0.45
		<b>Assigned to Individual Total</b>	1 0.02	171 0.17	0 0.00	172 0.17
	Internal Application Development and Support	Beth Hendricks	0 0.00	1 0.94	0 0.00	1 0.94
		<b>Assigned to Individual Total</b>	0 0.00	1 0.94	0 0.00	1 0.94
	Mainframe Systems Support	Greg Shoop	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Metro A Desktop Support	Adam Staks	0 0.00	2 0.81	0 0.00	2 0.81
		Mike Beynon	0 0.00	5 0.29	0 0.00	5 0.29
		<b>Assigned to Individual Total</b>	0 0.00	7 0.44	0 0.00	7 0.44
	Metro A Help Desk	Cindy Schroeder	0 0.00	2 0.06	0 0.00	2 0.06

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## Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro A Help Desk	Ed Conrad	0 0.00	9 0.40	0 0.00	9 0.40
		<b>Assigned to Individual Total</b>	0 0.00	11 0.34	0 0.00	11 0.34
	Metro B Desktop Support	Annice Valdez	0 0.00	64 1.65	0 0.00	64 1.65
		Anthony Booyse	0 0.00	4 0.40	0 0.00	4 0.40
		Bill Crowther	0 0.00	9 1.74	0 0.00	9 1.74
		Cindy Reed	0 0.00	1 1.14	0 0.00	1 1.14
		Jay Locker	0 0.00	27 0.98	0 0.00	27 0.98
		Ken Bolkcom	0 0.00	11 3.41	0 0.00	11 3.41
		Matthew Blunk	0 0.00	4 0.99	0 0.00	4 0.99
		Michael Barth	0 0.00	17 1.21	0 0.00	17 1.21
		Peter Musser	0 0.00	21 0.61	0 0.00	21 0.61
		Sean Chadbourne	0 0.00	3 0.92	0 0.00	3 0.92
		Tyler Pearce	0 0.00	22 0.67	0 0.00	22 0.67
		<b>Assigned to Individual Total</b>	0 0.00	183 1.32	0 0.00	183 1.32

# Enterprise Incident Report April 2012

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## Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro B Help Desk	Gary Graham	0 0.00	229 0.31	0 0.00	229 0.31
		Janet Hongsyvilay	0 0.00	356 0.33	0 0.00	356 0.33
		Val Shepherd	0 0.00	246 0.27	0 0.00	246 0.27
		<b>Assigned to Individual Total</b>	0 0.00	831 0.30	0 0.00	831 0.30
	Metro B Hosting	Justin Rasmussen	0 0.00	12 0.31	0 0.00	12 0.31
		Paul Engbersen	0 0.00	1 0.27	0 0.00	1 0.27
		Paul Seager	0 0.00	12 0.02	0 0.00	12 0.02
		<b>Assigned to Individual Total</b>	0 0.00	25 0.17	0 0.00	25 0.17
	Metro C Desktop Support	Ed Radke	0 0.00	1 1.96	0 0.00	1 1.96
		Ken Knobel	0 0.00	2 0.28	0 0.00	2 0.28
		<b>Assigned to Individual Total</b>	0 0.00	3 0.84	0 0.00	3 0.84
	Metro C Help Desk	Reed Stohel	0 0.00	65 0.00	0 0.00	65 0.00
		Ross Owen	0 0.00	28 0.08	0 0.00	28 0.08
		<b>Assigned to Individual Total</b>	0 0.00	93 0.03	0 0.00	93 0.03

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## Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro D Help Desk	Doug Brown	0 0.00	3 0.00	0 0.00	3 0.00
		Jed Patrick	0 0.00	1 0.00	0 0.00	1 0.00
		John Robinson	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	5 0.00	0 0.00	5 0.00
	Metro D Hosting	Sean McMillan	0 0.00	1 0.91	0 0.00	1 0.91
		<b>Assigned to Individual Total</b>	0 0.00	1 0.91	0 0.00	1 0.91
	Network Operations	Dave Bodily	0 0.00	1 4.24	0 0.00	1 4.24
		<b>Assigned to Individual Total</b>	0 0.00	1 4.24	0 0.00	1 4.24
	Operations Production Control	Cal Brinton	0 0.00	4 0.35	0 0.00	4 0.35
		Christie Burnham	0 0.00	6 0.18	0 0.00	6 0.18
		Duane Hardy	0 0.00	7 0.12	0 0.00	7 0.12
		Lester Aoki	0 0.00	2 0.03	0 0.00	2 0.03
		<b>Assigned to Individual Total</b>	0 0.00	19 0.18	0 0.00	19 0.18
	ORS Adobe Support	Justin Rasmussen	0 0.00	1 1.89	0 0.00	1 1.89

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTR Total
Human Services	ORS Adobe Support	<b>Assigned to Individual Total</b>	0	1	0	1
			0.00	1.89	0.00	1.89
	ORS Content Manager	Dan Barrett	0	10	0	10
			0.00	1.59	0.00	1.59
		Les Roberts	0	4	0	4
			0.00	3.83	0.00	3.83
		Pam Lee	0	4	0	4
			0.00	2.37	0.00	2.37
		<b>Assigned to Individual Total</b>	0	18	0	18
			0.00	2.26	0.00	2.26
	Rural Central Desktop Support	Jay Barfuss	0	5	0	5
			0.00	0.00	0.00	0.00
		Jeremy Standifird	0	7	0	7
			0.00	2.61	0.00	2.61
		Jessica Purcell	0	38	0	38
			0.00	0.00	0.00	0.00
		John Donaldson	0	39	2	41
			0.00	0.51	0.55	0.52
		Paul Petersen	0	40	0	40
			0.00	1.86	0.00	1.86
		Randy Graham	0	1	0	1
			0.00	0.00	0.00	0.00
		Robert Case	0	54	0	54
			0.00	1.60	0.00	1.60
		Rod Montoya	0	1	0	1
			0.00	0.12	0.00	0.12
		Ron LeBaron	0	30	0	30
			0.00	0.67	0.00	0.67



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## Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural Central Desktop Support	Todd Hardy	0 0.00	4 1.07	0 0.00	4 1.07
		Troy Morris	0 0.00	15 2.18	1 1.91	16 2.17
		<b>Assigned to Individual Total</b>	0 0.00	234 1.14	3 1.00	237 1.14
	Rural North Desktop Support	Dane Smith	0 0.00	2 2.26	0 0.00	2 2.26
		Don Higgs	0 0.00	3 0.28	0 0.00	3 0.28
		Kelly Warren	0 0.00	2 0.00	0 0.00	2 0.00
		Kim Ratuszniak	0 0.00	24 0.10	0 0.00	24 0.10
		Lori Hartzell	0 0.00	33 0.24	0 0.00	33 0.24
		Neil Smedley	0 0.00	1 0.00	0 0.00	1 0.00
		Ruston McKay	0 0.00	38 0.13	0 0.00	38 0.13
		Ryan Casey	0 0.00	10 0.70	0 0.00	10 0.70
		Wayne Higgs	0 0.00	3 0.41	0 0.00	3 0.41
		<b>Assigned to Individual Total</b>	0 0.00	116 0.23	0 0.00	116 0.23
	Rural South Desktop Support	Doug Chaston	0 0.00	3 0.34	0 0.00	3 0.34

# Enterprise Incident Report April 2012

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## Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural South Desktop Support	Doug Thornton	0 0.00	8 0.59	0 0.00	8 0.59
		Lance Nay	0 0.00	10 0.10	0 0.00	10 0.10
		Lane Adams	0 0.00	4 3.12	0 0.00	4 3.12
		Meladye Shively	0 0.00	1 1.40	0 0.00	1 1.40
		Ryan Bennett	0 0.00	3 0.77	0 0.00	3 0.77
		Scott Jesienouski	0 0.00	9 0.20	0 0.00	9 0.20
		<b>Assigned to Individual Total</b>	0 0.00	38 0.65	0 0.00	38 0.65
	Salt Lake Data Center Operations	Kristi Behunin	0 0.00	1 0.00	0 0.00	1 0.00
		Robert Oliver	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	2 0.00	0 0.00	2 0.00
	Security	Austin Farey	0 0.00	1 5.59	0 0.00	1 5.59
		Bart Grant	0 0.00	3 2.46	0 0.00	3 2.46
		Garry Gregson	0 0.00	2 2.61	0 0.00	2 2.61
		Rick Johnson	0 0.00	1 1.30	0 0.00	1 1.30

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

			High	Low	Medium	ATTR Total
Human Services	Security	Assigned to Individual Total	0	7	0	7
			0.00	2.79	0.00	2.79
	Strategic Communications	Dennis Rogers	0	1	0	1
			0.00	4.33	0.00	4.33
		Luis Larios	0	2	0	2
			0.00	2.42	0.00	2.42
		Assigned to Individual Total	0	3	0	3
			0.00	3.06	0.00	3.06
	USIIS Outreach	Jennifer Green	0	1	0	1
			0.00	1.70	0.00	1.70
		Assigned to Individual Total	0	1	0	1
			0.00	1.70	0.00	1.70
	Voice Operations	Gail Christiansen	0	6	0	6
			0.00	0.81	0.00	0.81
		Kelly Johnson	0	5	0	5
			0.00	0.33	0.00	0.33
		Leon Owen	0	2	0	2
			0.00	1.16	0.00	1.16
	Voice/Data/WAN Services	Romanza Hamblin Sorensen	0	18	0	18
			0.00	0.87	0.00	0.87
		Assigned to Individual Total	0	31	0	31
			0.00	0.79	0.00	0.79
		Mark Thomas	0	1	0	1
			0.00	0.22	0.00	0.22
		Mike Johnson	0	1	0	1
			0.00	1.21	0.00	1.21
		T Artis	0	3	0	3
			0.00	0.54	0.00	0.54

# Enterprise Incident Report April 2012

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## Human Services

			High	Low	Medium	ATTR Total
Human Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0.00	5 0.61	0 0.00	5 0.61
	Assigned Group Total		1 0.02	1,885 0.70	3 1.00	1,889 0.70
Customer Company Total			1 0.02	1,885 0.70	3 1.00	1,889 0.70

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

### Detail

<b>INC000000463877</b>	Jackie Southwick Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000466661</b>	Patricia Hurley Rural Central Desktop Support	Print/Copy/Scan/Fax Jay Barfuss	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
<b>INC000000472060</b>	Tiffany Quintana Rural North Desktop Support	Application Don Higgs	Error Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.11
<b>INC000000473694</b>	Mario Ramos Billing	Billing Sara Brown	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.33 193.50
<b>INC000000476988</b>	Pam Lee Metro B Hosting	Application Justin Rasmussen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.47
<b>INC000000478467</b>	Thelma Snow Rural South Desktop Support	Application Doug Thornton	Error Human Services	ActiveX Manager Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.90
<b>INC000000478589</b>	Alexandra Urban Application Services	Application Paul Lundell	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	1.18 1.36
<b>INC000000478738</b>	Bart Mason Security	None Bart Grant	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.77
<b>INC000000478994</b>	Jay Griffiths Rural Central Desktop Support	None John Donaldson	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.19 0.19
<b>INC000000480620</b>	Kristy Plaskett Metro B Desktop Support	PC/Laptop Peter Musser	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.28 1.76
<b>INC000000482697</b>	Sachin M Rajhans Application Services	None Dustin Crump	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.30
<b>INC000000483297</b>	Rick Birrell Application Services	Application Martin Gonzalez	None Human Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.46 1.26
<b>INC000000484170</b>	Paige Pryor Rural South Desktop Support	PC/Laptop Doug Thornton	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.72 0.72
<b>INC000000484295</b>	Janis Widdison Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.65 0.65
<b>INC000000485176</b>	Cindy Birchell Rural South Desktop Support	Network Lane Adams	Incident Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.37 1.37
<b>INC000000485408</b>	Eric Jaehne Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00

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## Human Services

<b>INC000000485496</b>	Annette Babisz	Application	Error	Gmail		TIR Missed: No	0.00
Help Desk	Dawn Wayment	Human Services	Human Services	High	Closed	TTR Missed: No	0.02
<b>INC000000485758</b>	Rodney Karr	PC/Laptop	None	None		TIR Missed: No	0.17
Rural South Desktop Support	Doug Thornton	Human Services	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000485796</b>	John Ortiz	Application	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Human Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000486060</b>	Jamie Babbel	None	None	Internet Explorer		TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Human Services	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000486474</b>	Ernest Cuatto	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000486576</b>	Del Bircher	None	None	None		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000486653</b>	George Eddleman	Remote Connectivity	None	None		TIR Missed: No	0.88
Rural Central Desktop Support	John Donaldson	Human Services	Human Services	Low	Closed	TTR Missed: No	0.88
<b>INC000000486718</b>	Cindy Lowe	Application	Reporting	Gmail		TIR Missed: No	0.20
Application Services	Martin Gonzalez	Human Services	Human Services	Low	Resolved	TTR Missed: No	1.08
<b>INC000000486731</b>	Spencer Hall	Network	Error	None		TIR Missed: Yes	1.19
Rural Central Desktop Support	John Donaldson	Human Services	Human Services	Low	Closed	TTR Missed: No	1.19
<b>INC000000487143</b>	Karen Krommenhoek	Application	Error	Gmail		TIR Missed: No	0.00
Help Desk	Dawn Wayment	Human Services	Human Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000487215</b>	Xavier Tisdol	PC/Laptop	None	None		TIR Missed: No	0.16
Metro B Desktop Support	Peter Musser	Human Services	Human Services	Low	Closed	TTR Missed: No	1.02
<b>INC000000487240</b>	Julie Lail	PC/Laptop	Hardware	None		TIR Missed: No	0.24
Metro B Desktop Support	Annice Valdez	Human Services	Human Services	Low	Closed	TTR Missed: No	0.90
<b>INC000000487606</b>	Scott Richman	None	None	None		TIR Missed: No	0.17
Metro B Help Desk	Gary Graham	Human Services	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000487607</b>	Spencer Hall	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.28
Rural Central Desktop Support	John Donaldson	Human Services	Human Services	Low	Closed	TTR Missed: No	0.57
<b>INC000000488010</b>	gloria evans	None	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro A Desktop Support	Mike Beynon	Human Services	Human Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000488339</b>	Lisa Marie Smith	PC/Laptop	Password	None		TIR Missed: No	0.17
Metro B Help Desk	Janet Hongsyvilay	Human Services	Human Services	Low	Closed	TTR Missed: No	0.47
<b>INC000000488459</b>	Colleen Berrett	None	None	None		TIR Missed: No	0.11
Metro B Desktop Support	Annice Valdez	Human Services	Human Services	Low	Closed	TTR Missed: No	0.13

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## Human Services

<b>INC000000488495</b>	Jennie Kalauli	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: Yes	4.34
	Application Services	Danielle Hood	Human Services	Low Closed	TTR Missed: Yes	12.61
<b>INC000000488544</b>	Shauna Thomas	Application	Error	None	TIR Missed: No	0.27
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	2.69
<b>INC000000488739</b>	Kimball Krantz	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000488745</b>	Keith Brown	None	None	None	TIR Missed: No	0.00
	Salt Lake Data Center Operations	Robert Oliver	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000488750</b>	Vicky Wallace	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000488756</b>	Pat Montanez	Application	Error	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.10
<b>INC000000488766</b>	Janeen Brazier	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.10
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.24
<b>INC000000488775</b>	Diana Corona	Application	Error	Office of Recovery Services Infoc	TIR Missed: No	0.27
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.30
<b>INC000000488787</b>	Patricia Runyan	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000488788</b>	Leeann Robinson	Application	Error	PGP	TIR Missed: No	0.31
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.47
<b>INC000000488796</b>	Jana Gierisch	Network	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000488802</b>	Linda Boyd-Melancon	Application	Error	Office of Recovery Services Infoc	TIR Missed: No	0.64
	Metro B Desktop Support	Annicc Valdez	Human Services	Low Closed	TTR Missed: Yes	6.08
<b>INC000000488805</b>	Marlene Goodrich	Application	Error	PGP	TIR Missed: No	0.37
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.43
<b>INC000000488812</b>	Gaylene Thomas	Application	Error	SAFE	TIR Missed: Yes	1.35
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	3.58
<b>INC000000488865</b>	Crystal Vail	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
<b>INC000000488869</b>	Siota faumui	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000488902</b>	Bruce S Bishop	Application	Error	Novell GroupWise	TIR Missed: Yes	1.39
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: No	4.46

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## Human Services

<b>INC000000488907</b>	Xavier Tisdol	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000488926</b>	Spencer Hall	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000488931</b>	Darrin Lee	Network	Incident	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000488946</b>	Christine Peasley	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: Yes	6.47
<b>INC000000488949</b>	Annie Beecher	None	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000488956</b>	Gladys Davis	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000488958</b>	Shawna Peterson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000488981</b>	Angela Robbins	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.73
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.76
<b>INC000000488989</b>	Keith Davis	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489037</b>	Judy Hammer	Application	Error	Novell GroupWise		TIR Missed: No	0.44
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.63
<b>INC000000489040</b>	Colleen Berrett	Network	Performance	None		TIR Missed: No	0.07
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.46
<b>INC000000489053</b>	Justina Flesher	Network	None	None		TIR Missed: No	0.40
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000489073</b>	Lisa Dabell	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000489076</b>	Andreja Kennedy	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489078</b>	Lisa Hood	PC/Laptop	Performance	None		TIR Missed: No	0.57
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000489095</b>	Marcy Jensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.16
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	2.24
<b>INC000000489120</b>	Teresa Carr	None	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	



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## Human Services

<b>INC000000489125</b>	Denise Anderson	Mobile Devices	None	None		TIR Missed: Yes	2.92
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: Yes	7.04
<b>INC000000489126</b>	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.36
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489131</b>	Kristy Bate	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489155</b>	Denise Chandler	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000489170</b>	Scott Abeyta	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000489188</b>	Brian Olsen	Application	None	Citrix ICA Client		TIR Missed: No	0.03
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000489191</b>	Manuel Romero	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000489208</b>	Andreja Kennedy	Application	None	SAFE		TIR Missed: No	0.05
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000489210</b>	Joseph Gonzalez	None	None	None		TIR Missed: No	0.38
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.67
<b>INC000000489221</b>	Kathy Maxfield	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.08
<b>INC000000489222</b>	Scott Jacobson	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000489223</b>	Scott Jacobson	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000489224</b>	Sean Green	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489225</b>	Ginger Flowers	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000489237</b>	Christy Van Buskirk	Network	None	None		TIR Missed: No	0.22
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000489245</b>	Dan Brennan	Application	Error	None		TIR Missed: No	0.11
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	2.19
<b>INC000000489255</b>	Scott Jacobson	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.12

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## Human Services

<b>INC000000489265</b>	Manuel Romero	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.28
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.48
<b>INC000000489275</b>	Lori Herbert	None	None	Content Manager		TIR Missed: Yes	2.10
	ORS Content Manager	Les Roberts	Human Services	Low	Closed	TTR Missed: No	2.10
<b>INC000000489283</b>	Louann Hill	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	4.20
<b>INC000000489290</b>	Lisa Jorgensen	None	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.64
<b>INC000000489324</b>	Sean Green	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	3.75
<b>INC000000489358</b>	Jeanne Godfrey	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489361</b>	Craig Berntson	Application	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489385</b>	Annette Garcia	Application	None	Novell GroupWise		TIR Missed: No	0.16
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	3.36
<b>INC000000489390</b>	Marnie Maxwell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489394</b>	Arnell Wamsley	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.98
<b>INC000000489417</b>	Rachel Price	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.22
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	3.18
<b>INC000000489419</b>	Blanca Loya	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	3.08
<b>INC000000489424</b>	Marcy Jensen	EIS Hardware	None	None		TIR Missed: No	0.35
	Strategic Communications	Dennis Rogers	Human Services	Low	Closed	TTR Missed: No	4.33
<b>INC000000489433</b>	Preston Jones	Network	Performance	None		TIR Missed: No	0.41
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.78
<b>INC000000489436</b>	Nicole Nielsen	Application	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000489447</b>	Marla Mathisen	PC/Laptop	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.12
<b>INC000000489449</b>	Kurt Young	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000489454</b>	Justina Flesher	Application	None	DB2 Query Management Facility	TIR Missed: No	0.61
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489457</b>	Marcie Valenzuela	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.07
<b>INC000000489459</b>	Vickie Nelson	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489464</b>	Fisi Moleni	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000489466</b>	Taunica Crump	Network	Password	None	TIR Missed: No	0.07
	Metro A Desktop Support	Mike Beynon	Human Services	Low Closed	TTR Missed: No	0.49
<b>INC000000489469</b>	Robert Wimmer	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.10
<b>INC000000489481</b>	Troy Randall	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000489488</b>	Cynthia Akins	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489492</b>	Karie Huntley	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489495</b>	Justin Robb	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489496</b>	Justin Robb	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489503</b>	Kerry Fannin	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low Closed	TTR Missed: No	2.16
<b>INC000000489505</b>	Gladys Davis	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.35
<b>INC000000489511</b>	Cassie Selim	Telecom	Voice Mail	Telephone	TIR Missed: No	0.34
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Closed	TTR Missed: No	0.34
<b>INC000000489516</b>	Peggy Thacker	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low Closed	TTR Missed: No	0.12
<b>INC000000489543</b>	Jeanmarie Morris	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489544</b>	Gayla Reinhardt	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000489545</b>	Nicole Nielsen Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489552</b>	Serena Hubert Metro B Help Desk	Application Val Shepherd	Error Human Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	0.23 0.39
<b>INC000000489560</b>	Craig Walters Metro B Help Desk	Application Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.10 0.87
<b>INC000000489566</b>	Brandee Nuzman Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489568</b>	Ted Gerun Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489587</b>	Tamie Hamblin Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489590</b>	Justina Flesher Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.00
<b>INC000000489595</b>	Phil Mendelson Rural North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489610</b>	Ginger Sanchez Metro B Help Desk	PC/Laptop Val Shepherd	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.01
<b>INC000000489613</b>	Lorilee Snyder Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	Office of Recovery Services Infoc Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489615</b>	Linda Baggs Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489616</b>	Lorilee Snyder Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489619</b>	Christine Peasley Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.39
<b>INC000000489622</b>	Zachary W Gillespie Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489639</b>	David D Young Rural Central Desktop Support	PC/Laptop Troy Morris	Error Human Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.97 0.97
<b>INC000000489641</b>	Debbie Hyden Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489642</b>	Kris Hansen Voice Operations	Telecom Romanza Hamblin Sorensen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.61 0.88

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## Human Services

<b>INC000000489645</b>	Maria Catalini	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489671</b>	Pam Nacario	Telecom	Hardware	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.71
<b>INC000000489672</b>	Christine Peasley	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000489675</b>	Sean Green	None	None	ZENworks for Desktops		TIR Missed: No	0.16
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.28
<b>INC000000489676</b>	Nancy Nixon	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000489678</b>	Komasquin Iopez	Application	Password	Utah Master Directory		TIR Missed: No	0.08
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000489707</b>	Shelly Olsen	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489724</b>	Lana Kopecky	Application	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000489727</b>	Alisa Alonzo	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489728</b>	Heidi Jones	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489729</b>	Shelly Olsen	Application	Password	PGP		TIR Missed: No	0.35
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.59
<b>INC000000489731</b>	Janet Froelich	Application	Error	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000489785</b>	Geogia Johnston	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489786</b>	Anne Christensen	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489790</b>	Kevin Anderson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489792</b>	Danny Torman	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000489794</b>	Lori Jones	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000489798</b>	Sonnie Yudell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489800</b>	Kingi Tonga	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489801</b>	Rebekah Ramey	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489812</b>	Mike Derbidge	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489815</b>	Jenna Boswick	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489820</b>	Marco Merrill	Application	Password	ZENworks for Desktops	TIR Missed: No	0.51
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.67
<b>INC000000489834</b>	Vicky Wallace	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	2.29
<b>INC000000489836</b>	Peggy Williams	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489847</b>	Brian D Nelson	None	None	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489853</b>	Melissa Black	Application	None	Office of Recovery Services Infc	TIR Missed: No	0.68
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.72
<b>INC000000489855</b>	Peggy Williams	Application	Password	Citrix ICA Client	TIR Missed: No	0.67
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	1.08
<b>INC000000489859</b>	Rachel Jones	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low Closed	TTR Missed: No	2.86
<b>INC000000489864</b>	Alicia Anderson	None	None	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489870</b>	Patrice Dozier	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.97
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	1.23
<b>INC000000489880</b>	Coby Drake	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489882</b>	Amy Sivertsen	Network	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low Closed	TTR Missed: No	0.45
<b>INC000000489887</b>	Roy Castelli	Telecom	Voice Mail	Telephone	TIR Missed: No	0.07
	Voice Operations	Kelly Johnson	Human Services	Low Closed	TTR Missed: No	0.10

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## Human Services

<b>INC000000489888</b>	Lisa Jorgensen	Application	None	Citrix ICA Client	TIR Missed: No	0.90
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.95
<b>INC000000489905</b>	April Conti	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489907</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489913</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489915</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489916</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489917</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489918</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489921</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489922</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489924</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489927</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489928</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489929</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489930</b>	Verna Sorenson	PC/Laptop	Virus	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000489947</b>	Alicia Anderson	None	None	Symantec AntiVirus	TIR Missed: No	0.41
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	0.41
<b>INC000000489950</b>	Jennifer Popich	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03

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## Human Services

<b>INC000000489952</b>	Jenna Bloswick Metro B Help Desk	None Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.57 0.65
<b>INC000000489960</b>	Marilee Greenland Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.08
<b>INC000000489967</b>	Kimberly Davis Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.55 0.97
<b>INC000000489970</b>	Christine Peasley Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.33
<b>INC000000489975</b>	Michael Rasmussen Help Desk	Mobile Devices Vicky Marrelli	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489981</b>	Chandler Menteer Metro B Help Desk	None Gary Graham	None Human Services	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.07
<b>INC000000489991</b>	Shane Parr Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489993</b>	Monica Kitchens Voice Operations	Telecom Kelly Johnson	Call/Receive Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.25 0.70
<b>INC000000489997</b>	Valyn Pace Metro D Help Desk	Application Doug Brown	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490003</b>	Kathryn Gerbich Help Desk	PC/Laptop Vicky Marrelli	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490009</b>	Patrice Dozier Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490027</b>	Doug Crockett Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.30
<b>INC000000490031</b>	Kathy Ferreira Rural Central Desktop Support	None Robert Case	None Human Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.82 5.48
<b>INC000000490037</b>	Abigail Bodily Rural North Desktop Support	PC/Laptop Ryan Casey	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.69 1.60
<b>INC000000490041</b>	Arnell Wamsley Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.51 0.52
<b>INC000000490051</b>	Robyn Ostberg Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.36 1.04
<b>INC000000490053</b>	Robyn Ostberg Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.34 1.04



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## Human Services

<b>INC000000490062</b>	Valyn Pace Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.04
<b>INC000000490094</b>	Tanya Lang Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
<b>INC000000490096</b>	Ed Conley Metro C Desktop Support	Application Ed Radke	Error Human Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.76 1.96
<b>INC000000490099</b>	Pat Sanderson Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000490100</b>	Maria Bulloch Metro B Help Desk	Network Gary Graham	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.70 0.78
<b>INC000000490102</b>	Mel Castillo Metro B Help Desk	Application Gary Graham	Error Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.77 5.37
<b>INC000000490105</b>	Janis Widdison Metro B Help Desk	Network Gary Graham	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.05 1.05
<b>INC000000490107</b>	Bart Mason Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.43
<b>INC000000490121</b>	Jessica Cameron Metro B Desktop Support	PC/Laptop Annice Valdez	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.13 3.81
<b>INC000000490127</b>	Nancy Newman Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.04
<b>INC000000490148</b>	Scott Gerber Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490154</b>	Alycia Jurgela Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490177</b>	Justina Flesher Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.50 0.50
<b>INC000000490178</b>	Tanya Lang Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.29
<b>INC000000490179</b>	Wendy Whiting Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490186</b>	Susan Hendy Rural Central Desktop Support	Print/Copy/Scan/Fax Robert Case	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.14 3.96
<b>INC000000490189</b>	Callie Gallacher Rural Central Desktop Support	Application Paul Petersen	Error Human Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.08 5.93

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## Human Services

<b>INC000000490198</b>	Jennifer Tanner	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.99
<b>INC000000490201</b>	Susan Lindberg	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490208</b>	jill hill	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490210</b>	Stephanie Sinju	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490211</b>	Eva A Allen	Application	None	Symantec AntiVirus		TIR Missed: Yes	1.64
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	1.64
<b>INC000000490212</b>	Lori Boyce	None	None	Novell GroupWise		TIR Missed: No	0.08
	Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	4.37
<b>INC000000490219</b>	Dan Taylor	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.86
<b>INC000000490220</b>	Douglas Benson	Mobile Devices	Error	iPhone		TIR Missed: No	0.38
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	2.46
<b>INC000000490221</b>	Gerry Berge	None	None	Microsoft Windows XP Professio		TIR Missed: No	0.18
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.83
<b>INC000000490228</b>	Jennifer Jamalkowski	Telecom	Voice Mail	Telephone		TIR Missed: No	0.13
	Voice Operations	Leon Owen	Human Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000490230</b>	Denise Bradshaw	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490239</b>	Darren Hotton	Application	None	Symantec AntiVirus		TIR Missed: No	0.08
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000490243</b>	Cherri Joy	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490258</b>	Bridgette Mair	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000490264</b>	Patrice Dozier	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490266</b>	Tamie Hamblin	Application	None	None		TIR Missed: No	0.04
	ORS Adobe Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	1.89
<b>INC000000490278</b>	Mary C Blackburn	Network	None	None		TIR Missed: No	0.09
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.12

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## Human Services

<b>INC000000490279</b>	Brandi Peterson Metro B Help Desk	Application Val Shepherd	None Human Services	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490280</b>	Jarrett Kelton Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490283</b>	Patricia Hartzell Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490287</b>	April Remington Rural Central Desktop Support	Application Jay Barfuss	Error Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490293</b>	Chris Wride Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490297</b>	Justina Flesher Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	0.06 0.19
<b>INC000000490298</b>	Charlene Wilde Rural North Desktop Support	None Ryan Casey	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490315</b>	Sue Abbott Rural Central Desktop Support	EIS Hardware John Donaldson	None Human Services	None Low	TIR Missed: Yes TTR Missed: No	4.20 4.20
<b>INC000000490319</b>	Kris Hansen Rural South Desktop Support	None Scott Jesienouski	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.22 0.22
<b>INC000000490334</b>	Linda Prince Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490337</b>	Diane McCarty Metro B Desktop Support	None Bill Crowther	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.80
<b>INC000000490338</b>	Marco Merrill Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490349</b>	Kym Wilson Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000490360</b>	DJ Hicks Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000490361</b>	Mary Winkler Help Desk	Application Eileen Dubach	Error Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490366</b>	Lamont Felt Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000490369</b>	Jolene Durrant Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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## Human Services

<b>INC000000490382</b>	Nader Mikhail	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Lester Aoki	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000490388</b>	Arla Jensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490393</b>	Linda Baggs	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490397</b>	Dawna Shultz	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000490403</b>	Kimberly Hyde	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490406</b>	Angeline Jacobs	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490416</b>	Laura Roe	Telecom	Dial Tone	Telephone		TIR Missed: No	0.28
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000490423</b>	Penny Stewart	None	None	Symantec AntiVirus		TIR Missed: No	0.07
	Security	Garry Gregson	Human Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000490424</b>	Robert T Burton	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.62
<b>INC000000490425</b>	Ted Gerun	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.56
<b>INC000000490468</b>	Gary Newman	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000490471</b>	LaRee Oreilly	PC/Laptop	Performance	None		TIR Missed: No	0.24
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000490494</b>	Denese Bleak	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490497</b>	Chad McDonald	Application	Password	Citrix ICA Client		TIR Missed: Yes	1.11
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.17
<b>INC000000490503</b>	Danielle White	Application	Error	None		TIR Missed: Yes	1.32
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	2.54
<b>INC000000490526</b>	Justina Flesher	Application	None	Novell GroupWise		TIR Missed: Yes	1.02
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000490535</b>	Laura Pare	None	None	None		TIR Missed: No	0.29
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.29

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## Human Services

<b>INC000000490542</b>	Mark Davis	Telecom	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490547</b>	Edith Martinez	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490550</b>	Brenda M Holland	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000490554</b>	Cindy M Lopez	Network	Error	None		TIR Missed: No	0.67
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.85
<b>INC000000490580</b>	Nathan Steimle	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490598</b>	Gladys Davis	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490601</b>	Tamie Hamblin	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490604</b>	Katie DeGroot	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490614</b>	Tammy Samaniego	Application	None	Content Manager		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490616</b>	Angela Hansen	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490627</b>	Chris Wride	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490628</b>	Terri Ruesch	None	None	Symantec AntiVirus		TIR Missed: No	0.34
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000490629</b>	Lisa Jorgensen	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.39
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.58
<b>INC000000490630</b>	Ron Harrell	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490639</b>	Diane Maciel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490653</b>	Rachel Price	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490658</b>	Blanca Loya	Application	Password	ZENworks for Desktops		TIR Missed: No	0.11
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.32

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## Human Services

<b>INC000000490668</b>	Peggy Williams	Application	Error	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490682</b>	Rachel Price	Application	Password	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490698</b>	Ronni Eggen	Application	Reporting	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490705</b>	Ginger Flowers	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.34
<b>INC000000490708</b>	Nathan Steimle	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490716</b>	Terry Gardner	None	None	None		TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490720</b>	Doreen Morgan	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490722</b>	Marla Mathisen	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490731</b>	Andrea Jenkins	None	None	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490741</b>	Marlow Plumb	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490742</b>	Jackie Jackson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490743</b>	Nancy Newman	Application	None	Content Manager		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490745</b>	Sandra Downard	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490747</b>	Judy Hafen	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000490778</b>	Scott Abeyta	Application	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.23
<b>INC000000490793</b>	Debbie Stark	None	None	Novell GroupWise		TIR Missed: No	0.22
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.44
<b>INC000000490799</b>	Ann Coddington	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	1.02

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## Human Services

<b>INC000000490810</b>	Nanon Talley	Application	Reporting	Internet Explorer	TIR Missed: No	0.45
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.64
<b>INC000000490814</b>	Laurie Adams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000490822</b>	Patrice Dozier	Application	Error	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.26
<b>INC000000490827</b>	Debra Dopp	None	None	Symantec AntiVirus	TIR Missed: No	0.19
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.20
<b>INC000000490833</b>	Tom Medina	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000490850</b>	Kiri Brough	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000490857</b>	Brett Dickison	None	None	Symantec AntiVirus	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000490860</b>	Carol Black	Application	Error	Novell GroupWise	TIR Missed: No	0.61
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	1.09
<b>INC000000490863</b>	Rod Barney	Application	Error	Microsoft Access	TIR Missed: Yes	1.27
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	3.01
<b>INC000000490871</b>	Charlene Wilde	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.07
<b>INC000000490874</b>	Wendy Schwartz	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	3.38
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	3.38
<b>INC000000490879</b>	Erin Liming	Application	Reporting	Utah Statewide Immunization In	TIR Missed: Yes	1.70
	USIIS Outreach	Jennifer Green	Human Services	Low Closed	TTR Missed: No	1.70
<b>INC000000490887</b>	Joseph Harmon	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000490891</b>	John Penney	Telecom	Hardware	Telephone	TIR Missed: No	0.13
	Voice/Data/WAN Services	Mark Thomas	Human Services	Low Closed	TTR Missed: No	0.22
<b>INC000000490906</b>	Dawn Prince	Application	Error	Novell GroupWise	TIR Missed: Yes	2.55
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	2.59
<b>INC000000490907</b>	Priya Noronha Ellwood	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	1.09
<b>INC000000490908</b>	Joanne Smuin	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000490910</b>	Gay Lynn Hatch	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000490911</b>	Judy Monarque	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.20
<b>INC000000490921</b>	Lamont Felt	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000490923</b>	Matthew Froelich	PC/Laptop	None	None	TIR Missed: No	0.95
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	4.40
<b>INC000000490929</b>	Jennifer Popich	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000490935</b>	Lorri Steadman	PC/Laptop	Performance	None	TIR Missed: Yes	1.81
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	1.81
<b>INC000000490940</b>	Kris Allen	None	None	Novell GroupWise	TIR Missed: Yes	3.63
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	3.74
<b>INC000000490964</b>	Amy Sivertsen	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low Closed	TTR Missed: No	3.43
<b>INC000000490969</b>	Tammy Samaniego	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.16
<b>INC000000490982</b>	Tammie Godfrey	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low Closed	TTR Missed: No	
<b>INC000000490989</b>	Geneann Carlino	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000491008</b>	Sean T Orton	Telecom	Call/Receive	Telephone	TIR Missed: No	0.12
	Voice Operations	Kelly Johnson	Human Services	Low Closed	TTR Missed: No	0.19
<b>INC000000491011</b>	Valyn Pace	Application	Password	PGP	TIR Missed: Yes	3.04
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	3.29
<b>INC000000491018</b>	Lori Butler	None	None	Utah Criminal Justice Informatio	TIR Missed: No	0.17
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.23
<b>INC000000491020</b>	Carrie Worthen	None	None	None	TIR Missed: Yes	3.23
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	3.74
<b>INC000000491022</b>	Grant Tolley	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000491025</b>	Danielle White	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00



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## Human Services

<b>INC000000491031</b>	Kenneth Fambrough	Telecom	Dial Tone	Telephone		TIR Missed: No	0.06
	Voice Operations	Kelly Johnson	Human Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000491053</b>	Steve Hillabrant	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000491054</b>	Ruth Hauser	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491060</b>	Terri Nixon	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000491061</b>	Justina Flesher	None	None	None		TIR Missed: No	0.41
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.41
<b>INC000000491062</b>	Danielle White	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491079</b>	Craig L Povey	None	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491086</b>	John Perkins	Application	Error	Gmail		TIR Missed: No	0.07
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000491088</b>	Carlos Sylvanstoke	Telecom	None	None		TIR Missed: No	0.09
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.39
<b>INC000000491098</b>	Mo Schannon	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491135</b>	Shirlene McCairns	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491137</b>	Maciel Perea	Application	None	Content Manager		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000491161</b>	Blanca Loya	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.99
<b>INC000000491163</b>	Phillip Jones	Application	Error	None		TIR Missed: Yes	1.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.98
<b>INC000000491185</b>	Sean Sasser	Mobile Devices	Error	Droid		TIR Missed: No	0.73
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.85
<b>INC000000491216</b>	Justina Flesher	Network	Incident	None		TIR Missed: No	0.95
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.56
<b>INC000000491227</b>	Polly Colbert	Application	Error	Novell GroupWise		TIR Missed: Yes	1.19
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	2.05

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## Human Services

<b>INC000000491237</b>	Jeanine Taylor	Application	None	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000491265</b>	Anna Owen	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	0.97
<b>INC000000491267</b>	Lynette Parker	Telecom	Voice Mail	Telephone	TIR Missed: No	0.29
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	1.45
<b>INC000000491269</b>	Paula Wing	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	2.67
<b>INC000000491273</b>	Tammy Samaniego	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.05
<b>INC000000491301</b>	Paul Carver	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000491303</b>	Michelle Harper	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	0.75
<b>INC000000491361</b>	Adrianna Pahulu	Network	None	None	TIR Missed: No	0.43
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	0.43
<b>INC000000491362</b>	Joni Lance	Application	None	Mozilla Firefox	TIR Missed: No	0.02
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	1.36
<b>INC000000491370</b>	Jacquie Poulsen	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000491378</b>	Lisa Aragon	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.01
<b>INC000000491384</b>	Kathleen Harding	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
<b>INC000000491385</b>	Pamela brenneman	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000491392</b>	Kari Davis	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000491393</b>	Randy Gangwer	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000491417</b>	Dawn Hollingsworth	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000491422</b>	Christina Humpherys	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02

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## Human Services

<b>INC000000491428</b>	Roberta Davidson	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.11
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000491430</b>	Jennifer Baxter	Application	Error	Novell GroupWise		TIR Missed: No	0.23
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.43
<b>INC000000491440</b>	Jill Hipwell	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491442</b>	Robert Wimmer	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000491470</b>	Sean Green	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.24
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000491472</b>	Judy Hull	PC/Laptop	Virus	None		TIR Missed: No	0.81
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.35
<b>INC000000491483</b>	Shawna Cales	None	None	Microsoft Word		TIR Missed: No	0.50
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low	Closed	TTR Missed: No	0.50
<b>INC000000491487</b>	Garth Andrus	None	None	None		TIR Missed: No	0.51
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	2.60
<b>INC000000491488</b>	John H Thompson	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000491500</b>	Kimberly Saxton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491517</b>	Don Brinkerhoff	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491536</b>	Jeanne Reeder	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491543</b>	Robert Coleman	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491544</b>	Todd M Smith	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	5.15
<b>INC000000491553</b>	Maria Penson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.38
<b>INC000000491555</b>	Sandy Gibson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491560</b>	Celeste LaBorde	Application	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00

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<b>INC000000491561</b>	Brian Jones	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491564</b>	Carlos Sylvanstone	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491579</b>	Jerad Wallace	Application	Reporting	Action Request System		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491582</b>	Jan Short	Mobile Devices	None	Droid		TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.70
<b>INC000000491596</b>	Frank Garcia	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	4.94
<b>INC000000491605</b>	Amber Poll	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.05
<b>INC000000491619</b>	Kelli Karpakis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491632</b>	Jillian Hill	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491654</b>	Desiree Barber	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491663</b>	Amy Gibbs	Network	Password	PGP		TIR Missed: No	0.32
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000491672</b>	Tammy Samaniego	Application	Error	Content Manager		TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: Yes	6.27
<b>INC000000491683</b>	Heather Fleming	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491690</b>	Angeline Jacobs	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491692</b>	Michelle Moss	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000491693</b>	Arla Jensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491695</b>	Lisa L Hamilton	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.16
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000491698</b>	Kimberly Hyde	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000491699</b>	Cynthia Aposhian	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.01
<b>INC000000491701</b>	Kathy Toro	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000491702</b>	Jana Gierisch	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000491705</b>	James Acree	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000491713</b>	Shirlene McCairns	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	
<b>INC000000491721</b>	Julie Wright	PC/Laptop	Performance	None	TIR Missed: No	0.03
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	3.87
<b>INC000000491730</b>	Marcy Jensen	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000491737</b>	Justina Flesher	Network	None	Novell ConsoleOne	TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	1.89
<b>INC000000491743</b>	Jillian Hill	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000491751</b>	Deanna Fata	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000491755</b>	Lynn Parkin	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.06
<b>INC000000491766</b>	Eric Beidler	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000491772</b>	Sara Hinckley	None	None	None	TIR Missed: No	0.23
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.25
<b>INC000000491785</b>	Kelly R Anderson	Application	None	Microsoft Word	TIR Missed: No	0.11
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low Closed	TTR Missed: No	0.11
<b>INC000000491786</b>	Kelly R Anderson	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000491787</b>	Shannon Brennan	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.68
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	0.68
<b>INC000000491818</b>	Bryant Christlieb	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04

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## Human Services

<b>INC000000491830</b>	Janet Froelich	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000491833</b>	Heather Casutt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491835</b>	Karie Huntley	Application	Password	Utah Master Directory		TIR Missed: No	0.25
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	1.32
<b>INC000000491840</b>	Mike Hebdon	None	None	None		TIR Missed: No	0.30
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.76
<b>INC000000491857</b>	Deanna Fata	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491864</b>	Gregory Hirst	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491873</b>	Matthew Bezzant	Application	Error	Echart		TIR Missed: No	0.21
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	2.07
<b>INC000000491879</b>	Lee Ann Whitaker	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000491888</b>	Corrie Miera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491900</b>	Rachel L Price	None	None	None		TIR Missed: No	0.01
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000491903</b>	Andreja Kennedy	Wireless Connectivity	Error	None		TIR Missed: No	0.68
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.72
<b>INC000000491926</b>	Katy Larsen	Network	Incident	None		TIR Missed: No	0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.42
<b>INC000000491951</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491952</b>	Kelsey Clark	PC/Laptop	Performance	None		TIR Missed: No	0.23
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000491962</b>	Cynthia Akins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000491963</b>	Brandi Duke	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492015</b>	Marsha Collings	Application	Error	Echart		TIR Missed: No	0.10
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: Yes	6.23

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## Human Services

<b>INC000000492016</b>	Cherie Root	PC/Laptop	Error	None		TIR Missed: No	0.29
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	2.92
<b>INC000000492019</b>	Christy M Wixom	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492026</b>	Marco Merrill	Application	Error	Microsoft Access		TIR Missed: No	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.47
<b>INC000000492029</b>	Peggy Allen	Application	Error	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000492034</b>	Nancy Hurst	Application	None	None		TIR Missed: Yes	1.37
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.96
<b>INC000000492051</b>	Robert T Burton	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492053</b>	Sara Hinckley	Application	Error	SAFE		TIR Missed: Yes	1.10
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	2.51
<b>INC000000492067</b>	Joan Charter	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000492078</b>	Dorie Farah	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492081</b>	Kelli Karpakis	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000492084</b>	Rod Cromar	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000492092</b>	Kathryn Togle-Anderson	Application	Reporting	Novell GroupWise		TIR Missed: No	0.59
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.66
<b>INC000000492104</b>	Mark Osenbach	PC/Laptop	Performance	None		TIR Missed: No	0.97
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	1.08
<b>INC000000492110</b>	Diane Felt	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492111</b>	Kelli Karpakis	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000492134</b>	Dan Taylor	Application	None	Microsoft Word		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492140</b>	Justina Flesher	Application	None	Novell GroupWise		TIR Missed: No	0.36
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.56

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## Human Services

<b>INC000000492149</b>	Susan Street	Network	Error	None		TIR Missed: No	0.48
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.50
<b>INC000000492161</b>	Heather Barlow	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.15
<b>INC000000492162</b>	John Bonnett	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.11
<b>INC000000492165</b>	Jonathan Houser	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492168</b>	Nathan Winters	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000492171</b>	Kristen Soto	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492176</b>	Mallory Ware	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492183</b>	Luanne Endres	Telecom	Voice Mail	Telephone		TIR Missed: No	0.25
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000492197</b>	Susan Musser	Application	None	Utah Statewide Immunization In		TIR Missed: Yes	1.01
	Application Support - USIIS	JC Alexander	Human Services	Low	Closed	TTR Missed: No	1.01
<b>INC000000492198</b>	Sarah Houser	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: Yes	10.20
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: Yes	10.20
<b>INC000000492213</b>	Joseph Gonzalez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.39
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	1.24
<b>INC000000492214</b>	Kathie Thomas	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.19
<b>INC000000492223</b>	Theo Judson	Application	Error	Mozilla Firefox		TIR Missed: No	0.24
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.97
<b>INC000000492239</b>	Christine Peasley	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	4.04
<b>INC000000492242</b>	Barbara Gallegos	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492253</b>	Manuel gonzalez	Telecom	Call/Receive	Telephone		TIR Missed: No	0.49
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.49
<b>INC000000492254</b>	Tiffani Tayler	Mobile Devices	Error	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.48



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## Human Services

<b>INC000000492277</b>	Brooke Ibanez	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492278</b>	Lana Kopecky	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492281</b>	DJ Hicks	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492287</b>	Nancy A Brittain	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492313</b>	Dolores Talanoa	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492315</b>	Jeanne Reeder	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492316</b>	Maryann Fienhold	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492324</b>	Judy A Hansen	Application	Error	Utah System for Tracking Eligibi		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492334</b>	Sandy Gibson	None	None	PGP		TIR Missed: Yes	1.71
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	1.72
<b>INC000000492357</b>	Amanda Steffon	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000492363</b>	Kathy Tollett	Network	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	5.00
<b>INC000000492376</b>	Ruth Hauser	Application	None	SAFE		TIR Missed: No	0.24
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	4.18
<b>INC000000492377</b>	Lorraine Lindley	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000492388</b>	Rick Birrell	Network	None	None		TIR Missed: No	0.73
	Application Server Support Team	Mike Tyrrell	Human Services	Low	Closed	TTR Missed: No	0.73
<b>INC000000492389</b>	Sandy Baxter	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.44
<b>INC000000492401</b>	Patrice Dozier	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492406</b>	Shauna Bradley	Application	Error	Echart		TIR Missed: No	0.11
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.22

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## Human Services

<b>INC000000492407</b>	Mary Wilder	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492412</b>	Joseph Leiker	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.11
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000492426</b>	Tammy Samaniego	Application	Password	eFIND/eSHARE	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.83
<b>INC000000492427</b>	Janeen Viles	Application	None	Echart	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.46
<b>INC000000492451</b>	Joye Downey	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000492454</b>	Don Campbell	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000492462</b>	Jason Burton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492476</b>	Lee Castillo	Application	Error	SAFE	TIR Missed: No	0.21
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000492483</b>	Amber Poll	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.20
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.65
<b>INC000000492488</b>	Ernest Cuatto	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492494</b>	Tausoa Snead	Application	Error	Content Manager	TIR Missed: Yes	2.98
ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	2.98
<b>INC000000492499</b>	Darcy Anderson	Application	Reporting	None	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492511</b>	Charlene Nelson	Application	Password	Utah Master Directory	TIR Missed: No	0.16
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000492515</b>	Tammy Samaniego	Mainframe	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000492524</b>	Donna Crawford	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492529</b>	Karie Huntley	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492540</b>	Kathleen Fife	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000492548</b>	Dorie Farah	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000492563</b>	Melissa Herrera	Application	Error	Novell GroupWise		TIR Missed: No	0.53
	Application Services	Paul Lundell	Human Services	Low	Resolved	TTR Missed: No	0.65
<b>INC000000492568</b>	Jamie Strong	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492572</b>	Ken Matheson	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492579</b>	Angie Ward	Application	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492587</b>	Blanca Loya	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492588</b>	Bart Mason	Application	None	Active Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000492607</b>	Lori Giovannoni	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000492610</b>	Jackie Languet	None	None	content manager		TIR Missed: Yes	23.44
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: Yes	24.95
<b>INC000000492614</b>	Sigrid Nolte	Application	Reporting	None		TIR Missed: No	0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000492616</b>	Julie Craner	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.13
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000492622</b>	Cindy Delgadillo	Application	Password	PGP		TIR Missed: No	0.20
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000492636</b>	Sheila Shumway	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000492640</b>	Ann Coddington	Application	None	None		TIR Missed: Yes	1.03
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.41
<b>INC000000492650</b>	Denise Anderson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492654</b>	Vicky Westmoreland	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492669</b>	Matthew Bezzant	Application	Error	Internet Explorer		TIR Missed: No	0.59
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.79

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## Human Services

<b>INC000000492673</b>	Lamont Felt	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492676</b>	Vicky Westmoreland	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492686</b>	Jessica Cameron	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.56
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.94
<b>INC000000492696</b>	Natalie Holt	PC/Laptop	None	None		TIR Missed: No	0.72
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.72
<b>INC000000492701</b>	Rebel Smith	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492703</b>	Terri Niederhauser	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492723</b>	Lee Castillo	None	None	None		TIR Missed: No	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000492732</b>	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492761</b>	Lamont Felt	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492772</b>	Ben Lemoine	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492792</b>	Darla Miller	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000492801</b>	Annette Perkins	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000492807</b>	Sachin M Rajhans	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.14
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.62
<b>INC000000492822</b>	Judy Monarque	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	2.47
<b>INC000000492825</b>	Lori Holmes	Application	Password	ZENworks for Desktops		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492862</b>	Charlene Wilde	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000492878</b>	Kit Kounthong	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.44
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.65

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## Human Services

<b>INC000000492884</b>	Cindy Cowan	PC/Laptop	Performance	None		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000492890</b>	Ray Winger	Network	Incident	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000492901</b>	Valerie Lowery	None	None	Novell GroupWise		TIR Missed: No	0.23
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.43	
<b>INC000000492907</b>	Joseph Gonzalez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.20
Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	1.07	
<b>INC000000492911</b>	Jill McAfee	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000492914</b>	Becky Snider	None	None	Symantec AntiVirus		TIR Missed: No	0.23
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	2.01	
<b>INC000000492915</b>	Sarah Houser	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000492931</b>	Bethany Votroubek	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000492937</b>	Bill Boyle	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.17
Voice/Data/WAN Services	T Artis	Human Services	Low	Closed	TTR Missed: No	0.79	
<b>INC000000492939</b>	Preston Freitas	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000492942</b>	Iilian gilbert	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000492943</b>	Jacina K Barrett	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000492945</b>	Thelma Sorensen	PC/Laptop	None	None		TIR Missed: No	0.18
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	3.07	
<b>INC000000492984</b>	Janna Griffith	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03	
<b>INC000000492987</b>	Elizabeth Baker	PC/Laptop	Hardware	None		TIR Missed: No	0.36
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.42	
<b>INC000000492992</b>	Carol Black	Application	None	Utah Statewide Immunization In		TIR Missed: No	0.19
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.25	
<b>INC000000492994</b>	Amanda Marin	Application	None	Novell GroupWise		TIR Missed: No	0.51
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.99	

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## Human Services

<b>INC000000493010</b>	Kris Shaw	Application	Reporting	PGP		TIR Missed: Yes	1.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.28
<b>INC000000493021</b>	Isileli Faletau	Telecom	Voice Mail	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	2.14
<b>INC000000493026</b>	Michelle Cintron	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000493033</b>	Bettyeann Mayer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000493051</b>	Ceci Castillo	PC/Laptop	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	1.89
<b>INC000000493054</b>	Teri Poston	None	None	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	2.40
<b>INC000000493057</b>	Kevin Jackson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000493068</b>	Dawna Shultz	Application	Password	Novell GroupWise		TIR Missed: No	0.96
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.04
<b>INC000000493069</b>	Judy Hull	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000493087</b>	Emilee Moon	Application	Error	SAFE		TIR Missed: Yes	1.16
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.16
<b>INC000000493102</b>	Julia Xanthos	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000493104</b>	Lisa Pierce	None	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000493105</b>	Clay Hiatt	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000493108</b>	Charlene Nelson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.38
<b>INC000000493112</b>	Jolene Durrant	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.39
<b>INC000000493115</b>	Crisanta Z Swensen	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000493130</b>	Preston Freitas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000493154</b>	Catherine Taylor Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.11 0.17
<b>INC000000493180</b>	Karen Grenz Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Content Manager Low	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000493195</b>	Annette Babisz Application Services	Mobile Devices Danielle Hood	None Human Services	BlackBerry Configuration Low	TIR Missed: No TTR Missed: No	0.44 1.66
<b>INC000000493197</b>	Stacey Gleed Application Services	Application Tony Larsen	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.71 0.77
<b>INC000000493201</b>	Judy Hammer Metro B Desktop Support	None Michael Barth	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.08 0.17
<b>INC000000493221</b>	Luanne Endres Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Human Services	Telephone Low	TIR Missed: No TTR Missed: No	0.32 1.62
<b>INC000000493225</b>	Lynn Sanderson Application Support - Single Signon	Application Jaynee Kimber	Password Human Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	0.11 0.22
<b>INC000000493227</b>	Ronda Jones Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.04
<b>INC000000493255</b>	Diane Maciel Rural Central Desktop Support	PC/Laptop Robert Case	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.05 5.70
<b>INC000000493270</b>	Lori Holmes Metro B Help Desk	Application Gary Graham	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.18 0.21
<b>INC000000493280</b>	Kerry Sawyer Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.10 0.15
<b>INC000000493297</b>	Talia Egbert Rural North Desktop Support	Application Ryan Casey	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.27 1.66
<b>INC000000493316</b>	Katy Larsen Metro B Help Desk	Application Val Shepherd	None Human Services	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493334</b>	Tiffany Sandberg ORS Content Manager	Application Pam Lee	Error Human Services	Content Manager Low	TIR Missed: Yes TTR Missed: No	1.64 1.64
<b>INC000000493342</b>	Scott Goodell Metro B Help Desk	Network Gary Graham	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.14 0.61
<b>INC000000493347</b>	Troy Gasser Help Desk	Application Julie VanBeekum	None Human Services	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493351</b>	Richard Berry Help Desk	Application Eileen Dubach	None Human Services	SAFE Low	TIR Missed: No TTR Missed: No	0.14 0.14

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## Human Services

<b>INC000000493362</b>	Scott Goodell	None	None	Droid		TIR Missed: Yes	4.75
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	5.17
<b>INC000000493375</b>	Marty Shannon	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000493386</b>	Amanda Burtenshaw	Application	None	SAFE		TIR Missed: No	0.39
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: Yes	11.51
<b>INC000000493387</b>	Michelle Naylor	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000493392</b>	Lindsay Harris	Application	None	Symantec AntiVirus		TIR Missed: No	0.09
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000493393</b>	Brandi Duke	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000493402</b>	Wendy Cottrell	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.41
<b>INC000000493405</b>	Manuel Romero	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000493414</b>	Samantha Harris	PC/Laptop	None	None		TIR Missed: No	0.32
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000493443</b>	Joanna Anderson	Application	Password	Utah Master Directory		TIR Missed: No	0.10
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000493466</b>	Tina Humphrey	None	None	RSA SecurID Software Token		TIR Missed: No	0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000493470</b>	Rosan Radford	Application	None	Novell GroupWise		TIR Missed: No	0.01
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000493483</b>	Justina Flesher	Network	None	None		TIR Missed: No	0.16
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.88
<b>INC000000493484</b>	Coby Drake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000493491</b>	David D Young	PC/Laptop	Password	None		TIR Missed: No	0.17
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000493505</b>	Delilah Thomas	Application	Password	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000493521</b>	Jessica Cameron	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00



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## Human Services

<b>INC000000493522</b>	Laureen Wilson Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.10 1.68
<b>INC000000493532</b>	Kati Wheatley Voice Operations	None Romanza Hamblin Sorensen	None Human Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.11 0.27
<b>INC000000493538</b>	Tammy W Harris Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	Paper Jam Human Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.07 0.29
<b>INC000000493541</b>	Terri Ruesch Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493571</b>	Clark Staley Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.12
<b>INC000000493586</b>	Lorilee Snyder Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Content Manager Low	Content Manager Closed	TIR Missed: No TTR Missed: No	0.00 0.09
<b>INC000000493616</b>	Komasquin Iopez Metro B Help Desk	None Gary Graham	None Human Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.01
<b>INC000000493620</b>	Kathryn Holt Rural South Desktop Support	Application Doug Thornton	None Human Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.42 0.42
<b>INC000000493622</b>	David Cianto Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	None Human Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000493634</b>	Jil Tooker Metro C Help Desk	None Reed Stohel	None Human Services	Citrix ICA Client Low	Citrix ICA Client Closed	TIR Missed: No TTR Missed: No	0.02 0.02
<b>INC000000493637</b>	Jennifer Coomer Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000493657</b>	Lisa St Louis Metro B Help Desk	None Gary Graham	None Human Services	Novell GroupWise Low	Novell GroupWise Closed	TIR Missed: No TTR Missed: No	0.00 0.24
<b>INC000000493679</b>	Mark Brasher Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facility Low	DB2 Query Management Facility Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493683</b>	Stacey Gleed Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Novell GroupWise Closed	TIR Missed: No TTR Missed: No	0.02 0.03
<b>INC000000493701</b>	Jillian Hill Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000493746</b>	Kina Fangupo Metro B Help Desk	None Val Shepherd	None Human Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493759</b>	Kristopher Foltz Metro B Desktop Support	PC/Laptop Annice Valdez	None Human Services	None Low	None Closed	TIR Missed: No TTR Missed: Yes	0.00 9.00

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## Human Services

<b>INC000000493762</b>	Christina Boddy	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000493802</b>	Ryan Parker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000493841</b>	Kerry Soelberg	PC/Laptop	None	None		TIR Missed: No	0.10
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.24
<b>INC000000493844</b>	Annette Monson	Mobile Devices	None	None		TIR Missed: No	0.61
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.70
<b>INC000000493845</b>	Kristina Gerlach	Application	Error	None		TIR Missed: No	0.47
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.66
<b>INC000000493864</b>	Debra Briggs	Network	Error	None		TIR Missed: Yes	1.58
	Rural Central Desktop Support	Troy Morris	Human Services	Medium	Closed	TTR Missed: No	1.91
<b>INC000000493869</b>	Patricia Runyan	None	None	None		TIR Missed: No	0.51
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.00
<b>INC000000493892</b>	Valyn Pace	Network	None	None		TIR Missed: No	0.86
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.93
<b>INC000000493927</b>	Judy Hull	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000493939</b>	Brion Terry	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000493962</b>	Nicki Bidlack	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000493963</b>	Kevin Jackson	None	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000493978</b>	Rod Cromar	None	None	None		TIR Missed: No	0.32
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000493997</b>	Jennifer Baxter	PC/Laptop	Performance	None		TIR Missed: No	0.33
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.97
<b>INC000000493998</b>	Jim Gould	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000494003</b>	Liz Medina	None	None	PGP		TIR Missed: No	0.11
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.70
<b>INC000000494005</b>	Deanna Fata	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000494009</b>	Diane Miller	None	None	Documentum		TIR Missed: No	0.90
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	2.42
<b>INC000000494031</b>	Jennifer B Larson	PC/Laptop	Error	None		TIR Missed: No	0.41
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.92
<b>INC000000494061</b>	Kehlie Gomez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494068</b>	Debbie Stevens	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494072</b>	Laurie Vigil	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494073</b>	Rebecca Salisbury	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494074</b>	Troy Gasser	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494076</b>	Mark Brasher	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494077</b>	Phil Mendelson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494079</b>	Ellen Carle	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494080</b>	Tom Sitake	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494103</b>	Terri Dixon	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494104</b>	Jennette Stone	PC/Laptop	Error	None		TIR Missed: No	0.21
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.50
<b>INC000000494110</b>	Terri Rowley	Application	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.79
<b>INC000000494112</b>	Giannina Mendieta	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494113</b>	Geneil Young	Application	None	ZENworks for Desktops		TIR Missed: No	0.62
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.74
<b>INC000000494125</b>	Susan Street	Network	Error	None		TIR Missed: No	0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	2.08

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## Human Services

<b>INC000000494128</b>	Aubrey Atkinson	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000494141</b>	Jeness Woodard	Wireless Connectivity	Error	None		TIR Missed: No	0.09
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: No	0.80
<b>INC000000494143</b>	Carrie Searcy	PC/Laptop	Error	None		TIR Missed: No	0.48
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.52
<b>INC000000494149</b>	Christopher Parry	None	None	SAFE		TIR Missed: No	0.47
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.50
<b>INC000000494165</b>	Analisa Butterfield	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494170</b>	Donelle Clements	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494171</b>	Andrea Frandsen	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.03
<b>INC000000494173</b>	Marcy Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.02
	Metro B Desktop Support	Matthew Blunk	Human Services	Low	Closed	TTR Missed: No	1.40
<b>INC000000494175</b>	Carolina Lindsay	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.06
<b>INC000000494177</b>	Nancy Stucki	Application	None	Microsoft Word		TIR Missed: No	0.31
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.70
<b>INC000000494178</b>	Cheryl J Larson	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.02
<b>INC000000494184</b>	Angela Bleggi	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.94
<b>INC000000494187</b>	Eliana Downing	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	3.30
<b>INC000000494207</b>	Kim Pinnegar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494210</b>	Kerry Soelberg	Application	Error	None		TIR Missed: No	0.23
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.39
<b>INC000000494213</b>	Arlene Thomason	Application	Error	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000494238</b>	Karma Limb	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04

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## Human Services

<b>INC000000494242</b>	Mary Lou Warner	Telecom	Hardware	Telephone		TIR Missed: No	0.36
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000494261</b>	Deanna Fata	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494263</b>	Cynthia Akins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494268</b>	Nathan Steimle	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494277</b>	Ken Matheson	Application	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000494318</b>	Salvador Mendez	Telecom	None	None		TIR Missed: No	0.33
	Voice Operations	Kelly Johnson	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000494325</b>	Laura Pare	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494327</b>	Jennifer McCourt	Application	Error	SAFE		TIR Missed: No	0.31
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.61
<b>INC000000494330</b>	Cassie Selim	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494337</b>	Salvador Mendez	Mobile Devices	None	None		TIR Missed: No	0.31
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.43
<b>INC000000494341</b>	Jill McAfee	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494372</b>	Linda Manning	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494395</b>	Tim Morganson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494397</b>	Cyndi Cox	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000494401</b>	Emily Maxfield	Application	None	ZENworks for Desktops		TIR Missed: No	0.55
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	2.08
<b>INC000000494408</b>	Shyanne King	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494409</b>	Donelle Clements	Application	Error	Office of Recovery Services Infoc		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000494420</b>	Justin Seely	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494422</b>	Colleen Garrett	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494429</b>	Amber Schiffman	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.12
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000494436</b>	Grant Galvan	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494451</b>	Marilyn Bonnett	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494453</b>	Blanca Loya	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494455</b>	Lisa Bruno	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494458</b>	Jamie Hayden	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000494461</b>	Christine Harris	Application	Password	Citrix ICA Client		TIR Missed: No	0.25
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000494487</b>	Christine Peasley	None	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000494492</b>	Charri Brummer	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494538</b>	Richard Rawle	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494545</b>	Sidney Allen	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494550</b>	Lynn Whitman	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494559</b>	Karen Krommenhoek	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000494563</b>	Judy Robertson	Application	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000494567</b>	Ahmed Samatar	Application	Password	Novell GroupWise		TIR Missed: No	0.09
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.15

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## Human Services

<b>INC000000494590</b>	Salvador Mendez	Mobile Devices	Error	iTouch		TIR Missed: No	0.00
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494603</b>	Jessica Balzly	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494629</b>	Betty Salgado	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000494638</b>	Jessie Robinson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494671</b>	Dan Choate	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.11
<b>INC000000494687</b>	Debra Dopp	None	None	Office of Recovery Services Infoc		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494696</b>	Ellen A Ferolie	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000494698</b>	Nathan Steimle	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annicc Valdez	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000494715</b>	Carol Powell	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000494726</b>	Alycia Jurgela	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494741</b>	Mary Caputo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494775</b>	linda cluff	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494778</b>	Pamela Park	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.48
<b>INC000000494800</b>	Gloria Beagley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494832</b>	Rodney Cheal	None	None	Symantec AntiVirus		TIR Missed: No	0.21
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.56
<b>INC000000494841</b>	Justina Flesher	None	None	None		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000494872</b>	Stephen Arnold	Application	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000494884</b>	Rick Birrell	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000494910</b>	Dan Barrett	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000494916</b>	Tara Lewis	Network	None	None		TIR Missed: No	0.40
	Voice/Data/WAN Services	T Artis	Human Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000494920</b>	Annette Orton	Application	Error	SAFE		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000494928</b>	Allen Orton	PC/Laptop	None	None		TIR Missed: No	0.25
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Closed	TTR Missed: No	1.03
<b>INC000000494964</b>	Ronda Jones	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000494983</b>	Bettyeann Mayer	Application	None	Medicaid Managed Information :		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000494989</b>	Jackie Knight	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495009</b>	Giannina Mendieta	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.25
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.68
<b>INC000000495013</b>	Nancy Stucki	PC/Laptop	Error	None		TIR Missed: No	0.35
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.44
<b>INC000000495027</b>	Diana Fuchs	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495036</b>	Cathy Davis	Network	None	None		TIR Missed: No	0.19
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000495044</b>	Annie Bennett	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495045</b>	Holly Reeves	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	
<b>INC000000495054</b>	Arlene Thomason	Application	Error	SAFE		TIR Missed: No	0.70
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	1.17
<b>INC000000495066</b>	Julie Carlile	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495080</b>	Jacquie Poulsen	Application	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.47



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## Human Services

<b>INC000000495096</b>	Mark Dallimore	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000495109</b>	Pamela brenneman	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000495120</b>	Jackie Languet	Application	Password	Content Manager	TIR Missed: No	0.12
	ORS Content Manager	Dan Barrett	Human Services	Low Closed	TTR Missed: No	1.20
<b>INC000000495134</b>	Christina Weiss	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000495140</b>	Jackie Languet	Application	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	3.10
<b>INC000000495146</b>	Paul Jordan	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000495161</b>	Christina Weiss	Network	None	None	TIR Missed: No	0.18
	Metro B Desktop Support	Bill Crowther	Human Services	Low Closed	TTR Missed: No	2.61
<b>INC000000495186</b>	Savannah Leonard	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000495195</b>	Jennifer B Larson	Application	None	Novell GroupWise	TIR Missed: No	0.31
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.45
<b>INC000000495204</b>	Lisa Martinez	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000495236</b>	Deanna Fata	None	None	None	TIR Missed: Yes	3.56
	Security	Bart Grant	Human Services	Low Closed	TTR Missed: No	4.57
<b>INC000000495241</b>	Jaime Welch	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000495256</b>	Lonni H. Sanchez	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000495259</b>	Jacob Fitisemanu	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000495264</b>	Mark Brasher	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000495276</b>	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000495292</b>	Kerry Soelberg	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.26
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.36

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## Human Services

<b>INC000000495332</b>	Jolene Durrant	Application	Error	SAFE		TIR Missed: No	0.06
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000495337</b>	Julie Taylor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495353</b>	Michelle Naylor	Application	None	Citrix ICA Client		TIR Missed: No	0.12
	Application Services	Terry Forsgren	Human Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000495358</b>	Kay Layton	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495373</b>	Daniel M Palmer	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000495375</b>	Nathan Winters	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495380</b>	Ted Barratt	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.71
<b>INC000000495382</b>	Billie Bell	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000495411</b>	Christopher Quintana	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000495432</b>	Karma Limb	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495433</b>	Tiffani Tayler	Mobile Devices	None	None		TIR Missed: No	0.10
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.59
<b>INC000000495456</b>	Jennifer Stone	None	None	SAFE		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495471</b>	Marsha Collings	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495482</b>	Karen Krommenhoek	PC/Laptop	Hardware	None		TIR Missed: No	0.10
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000495486</b>	Gretchen Howell	Telecom	None	Telephone		TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000495528</b>	Jilene Gunther	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495543</b>	Nancy Stucki	None	None	None		TIR Missed: No	0.00
	Application Services	Bart Purser	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000495544</b>	Kristin S Perry	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495573</b>	Jared Parrish	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495579</b>	Shelly Dewitt	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495624</b>	Justina Flesher	None	None	None		TIR Missed: No	0.00
	Mainframe Systems Support	Greg Shoop	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495628</b>	Katherine Ruefenacht	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495633</b>	Marlene Goodrich	None	None	Adobe Connect		TIR Missed: No	0.70
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.02
<b>INC000000495648</b>	Denys Fedotov	Application	None	None		TIR Missed: Yes	1.03
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.05
<b>INC000000495651</b>	Jan Hayes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495670</b>	Eric Jenkins	Application	Error	SAFE		TIR Missed: No	0.81
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.96
<b>INC000000495674</b>	Holley Jorgensen	None	None	None		TIR Missed: No	0.75
	Application Services	Bart Purser	Human Services	Low	Closed	TTR Missed: No	0.75
<b>INC000000495675</b>	Amanda Hornsby	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495688</b>	Nicole Nielsen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495691</b>	Nicole Nielsen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495694</b>	Nicole Nielsen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495695</b>	LaRissa F Adams	Application	Password	ZENworks for Desktops		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495711</b>	Angie Chavez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495727</b>	Ernest Cuatto	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000495737</b>	Gina Thomas	None	None	Safety Management System	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000495738</b>	Shelly Dewitt	Application	Password	Utah Master Directory	TIR Missed: No	0.01
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.42
<b>INC000000495755</b>	Theyvena Sanders	None	None	Novell GroupWise	TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.13
<b>INC000000495756</b>	Roberta Davidson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	
<b>INC000000495760</b>	Vicky Westmoreland	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000495762</b>	Theyvena Sanders	Network	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	0.63
<b>INC000000495781</b>	Diane Bradford	None	None	Department of Public Safety Re	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.29
<b>INC000000495794</b>	Peggy Matlin	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.45
<b>INC000000495823</b>	Mary Lou Warner	Application	None	Internet Explorer	TIR Missed: No	0.38
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	1.92
<b>INC000000495824</b>	raul ramirez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000495825</b>	Tamra Parko	None	None	PGP	TIR Missed: No	0.37
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	1.05
<b>INC000000495830</b>	Peggy Matlin	Application	None	None	TIR Missed: No	0.09
	Metro B Desktop Support	Matthew Blunk	Human Services	Low Closed	TTR Missed: No	0.66
<b>INC000000495831</b>	Alysha Alvarado	Application	Error	Utah Master Directory	TIR Missed: No	0.24
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.41
<b>INC000000495849</b>	Dinah Weldon	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	
<b>INC000000495850</b>	Danette L Larsen	None	None	Internet Explorer	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	1.13
<b>INC000000495869</b>	Tracy Clark	Application	Error	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
<b>INC000000495892</b>	Julie Spevak	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.09

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## Human Services

<b>INC000000495893</b>	Doris Prettyman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495909</b>	Dan Barrett	None	None	None	TIR Missed: No	0.30
ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000495924</b>	Marianne Earl	Application	Error	SAFE	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495940</b>	Dan Barrett	None	None	None	TIR Missed: Yes	4.42
Security	Garry Gregson	Human Services	Low	Closed	TTR Missed: No	4.78
<b>INC000000495969</b>	Carmen Green	Application	None	SAFE	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000495970</b>	Caleb Powell	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495974</b>	Justina Flesher	None	None	None	TIR Missed: No	0.71
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.04
<b>INC000000495995</b>	Lisa Hampton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000495998</b>	Shauna Iverson	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496018</b>	Wendy Ottley	None	None	SAFE	TIR Missed: No	0.07
Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: Yes	6.29
<b>INC000000496042</b>	Natalie Holt	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000496107</b>	Stephanie Smith	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496110</b>	Jessica Spittler	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.18
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000496120</b>	Bonnie Northrup	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000496127</b>	Tamie Hamblin	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496128</b>	Melissa Baide	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496132</b>	Stephanie Bezyack	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000496133</b>	Peggy Matlin Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496136</b>	Holly Freestone Rural North Desktop Support	Mainframe Ruston McKay	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496137</b>	Holly Freestone Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496139</b>	Keith Brown Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496145</b>	Kehlie Gomez Rural North Desktop Support	Network Ruston McKay	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496148</b>	Melinda Tippetts Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496159</b>	DeAnn Karratti Help Desk	Application Vicky Marrelli	Error Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496162</b>	Jordan Reimschuessel Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.18
<b>INC000000496168</b>	Heather Casutt Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.09 0.18
<b>INC000000496179</b>	Chuck Berglund Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496183</b>	Alicia Anderson Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496189</b>	Janis Widdison Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496204</b>	Justina Flesher Application Services	None Bill Felt	None Human Services	None Low	TIR Missed: Yes TTR Missed: No	1.69 2.81
<b>INC000000496224</b>	Elaine Boren-Hess Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000496230</b>	Kami Elmer Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496233</b>	Delilah Thomas Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.30
<b>INC000000496290</b>	Amy Relf Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00

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## Human Services

<b>INC000000496297</b>	Johnathan Rowley	Application	Password	PGP		TIR Missed: No	0.18
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	1.30
<b>INC000000496302</b>	Korey Larsen	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000496307</b>	Stephanie Ireland	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496316</b>	Mark Strebel	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000496322</b>	Sherrie Chynoweth	Application	None	None		TIR Missed: No	0.52
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.56
<b>INC000000496323</b>	Whitney Englund	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496325</b>	Stephanie Sinju	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496328</b>	Kelli Karpakis	None	None	iView		TIR Missed: No	0.18
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.40
<b>INC000000496333</b>	Heather Fischer	None	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496348</b>	David Mack	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496350</b>	Lea Reaves	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496353</b>	Diane Felt	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496354</b>	Denys Fedotov	None	None	None		TIR Missed: No	0.20
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000496360</b>	Matthew Hadley	Network	Incident	Novell GroupWise		TIR Missed: No	0.17
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000496361</b>	Lisa Tarbox	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496363</b>	Lea Reaves	PC/Laptop	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496365</b>	Leslee Butterfield	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02

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## Human Services

<b>INC000000496369</b>	Cheryl Sorensen Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000496372</b>	Lisa Bruno Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.04
<b>INC000000496375</b>	Christine Hamontree Rural North Desktop Support	Application Dane Smith	Reporting Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	0.21 2.26
<b>INC000000496378</b>	Roshena Hansen Metro B Desktop Support	None Michael Barth	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	0.07 6.59
<b>INC000000496383</b>	Andrea Frandsen Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000496385</b>	Peter Johansson Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000496387</b>	Mary Ann Peterson Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000496388</b>	Matthew Froelich Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000496393</b>	Denys Fedotov Help Desk	Network James Stearns	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496398</b>	Cathy Davis Voice Operations	Telecom Gail Christiansen	Coverage Path Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.21 0.21
<b>INC000000496399</b>	Brenda Shaw Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496419</b>	Frank Rees Metro C Help Desk	None Ross Owen	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000496432</b>	Keith Davis Security	Application Rick Johnson	None Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.30 1.30
<b>INC000000496433</b>	Amanda L Jensen Rural Central Desktop Support	Application Todd Hardy	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496435</b>	Steven Miner Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496437</b>	Dorothy Richardson Rural Central Desktop Support	Print/Copy/Scan/Fax Todd Hardy	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.40
<b>INC000000496444</b>	Charri Brummer Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00



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## Human Services

<b>INC000000496450</b>	Carolyn Smith	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496458</b>	Mike Godfrey	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496463</b>	Justina Flesher	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496464</b>	Cecil Robinson	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496491</b>	Gale Smith	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496497</b>	Cristy Davis	PC/Laptop	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496518</b>	Bill Boyle	Network	None	Novell eDirectory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496550</b>	Salem Luna	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496555</b>	Timothy Herzog	Network	None	None	TIR Missed: No	0.07
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000496558</b>	Janis Widdison	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496568</b>	Mavis Stevenson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.33
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	2.69
<b>INC000000496578</b>	Janet Culpepper	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496593</b>	Shelly Dewitt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496597</b>	Sherri Hernandez	None	None	RSA SecurID Software Token	TIR Missed: No	0.25
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000496616</b>	Steve Wrigley	PC/Laptop	Hardware	None	TIR Missed: No	0.14
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.19
<b>INC000000496619</b>	Lisa Graham	Mainframe	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000496621</b>	Amy Hall	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000496623</b>	Shirley Bleazard Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.29
<b>INC000000496630</b>	Kati Wheatley Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.17
<b>INC000000496632</b>	Terri Brandon Help Desk	Network Eileen Dubach	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496640</b>	Marcia Fryer Metro B Help Desk	None Val Shepherd	None Human Services	Adobe Connect Low	Closed	TIR Missed: Yes TTR Missed: Yes	8.46 8.50
<b>INC000000496645</b>	Karmal Mandel Metro B Help Desk	PC/Laptop Gary Graham	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.33 0.33
<b>INC000000496646</b>	Joseph Gonzalez Help Desk	None Julie VanBeekum	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.09 0.17
<b>INC000000496661</b>	Martin Roundy Help Desk	Application Vicky Marrelli	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496663</b>	Rachel Edwards Rural North Desktop Support	Application Kim Ratushniak	Reporting Human Services	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496666</b>	Wendy Church Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
<b>INC000000496684</b>	Mark Brasher Metro B Desktop Support	Application Annice Valdez	Error Human Services	IPCC Express Low	Closed	TIR Missed: No TTR Missed: No	0.07 4.15
<b>INC000000496694</b>	Debra Yardley Metro C Help Desk	None Ross Owen	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.80
<b>INC000000496701</b>	Cyndi Cox Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.01
<b>INC000000496706</b>	Chris Warren Application Services	None Tony Larsen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.50 2.05
<b>INC000000496729</b>	Devin Edwards Metro B Help Desk	Network Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.21 0.91
<b>INC000000496737</b>	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496743</b>	Terri Ruesch Metro B Desktop Support	Print/Copy/Scan/Fax Jay Locker	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.43
<b>INC000000496757</b>	Rodger Williams Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.28

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## Human Services

<b>INC000000496786</b>	Jeness Woodard	Application	None	Citrix ICA Client		TIR Missed: No	0.06
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.75
<b>INC000000496802</b>	Danny R Wheatley	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496803</b>	Linda Wininger	Application	None	None		TIR Missed: No	0.46
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.51
<b>INC000000496808</b>	Barbara Boswell	Mobile Devices	Error	None		TIR Missed: No	0.53
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	1.14
<b>INC000000496814</b>	Rene Barrera	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000496815</b>	Tiffany Quintana	Application	Error	BlueZone		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496818</b>	Danny R Wheatley	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496852</b>	jillian hill	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.36
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.76
<b>INC000000496860</b>	Darcy Anderson	Application	Reporting	Novell GroupWise		TIR Missed: No	0.32
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.41
<b>INC000000496865</b>	Blanca Loya	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000496870</b>	Teri Poston	Application	Error	Novell GroupWise		TIR Missed: No	0.22
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.48
<b>INC000000496874</b>	Kati Wheatley	None	None	None		TIR Missed: No	0.42
	Voice/Data/WAN Services	T Artis	Human Services	Low	Closed	TTR Missed: No	0.42
<b>INC000000496875</b>	Judy Monarque	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496882</b>	Nancy A Brittain	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496888</b>	Betty Anderson	PC/Laptop	Virus	None		TIR Missed: No	0.26
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000496897</b>	Robert Carboni	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496898</b>	Bambi Koeller	PC/Laptop	None	None		TIR Missed: No	0.01
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.38

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## Human Services

<b>INC000000496908</b>	Pat Montanez	Telecom	Voice Mail	None		TIR Missed: No	0.40
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.59
<b>INC000000496917</b>	Joseph Kruse	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496918</b>	Cathy Valerio	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000496937</b>	Pita Nasio	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.27
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000496956</b>	Tiffany Quintana	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496960</b>	Shirley Bleazard	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000496962</b>	Cheryl Sorensen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496970</b>	Rick Birrell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	1.80
<b>INC000000496972</b>	angela guzman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000496990</b>	Andrea Strode	Application	None	SAFE		TIR Missed: No	0.04
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: Yes	6.13
<b>INC000000497002</b>	Cami Berger	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	0.19
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000497066</b>	D'Lyn Mayne	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497068</b>	Scott Roudabush	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497071</b>	Jennifer Hogencamp	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497073</b>	Margo Vick	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497074</b>	Trish Smith	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497076</b>	Danielle Owens	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000497078</b>	Eva A Allen	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497080</b>	Jennifer Jamalkowski	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497081</b>	Art Jernigan	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497119</b>	Barbara Toler	None	None	Citrix ICA Client	TIR Missed: No	0.59
	Application Services	Terry Forsgren	Human Services	Low Closed	TTR Missed: No	0.66
<b>INC000000497136</b>	Pamela Deebeben	None	None	None	TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497147</b>	Kristin Bell	None	None	None	TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Human Services	Low Resolved	TTR Missed: No	
<b>INC000000497147</b>	Kristin Bell	None	None	None	TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Human Services	Low Resolved	TTR Missed: No	
<b>INC000000497176</b>	Chris Wride	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.37
<b>INC000000497184</b>	Colleen Berrett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497185</b>	Melissa Moss	Application	Error	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.55
<b>INC000000497187</b>	Bret Hardy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497192</b>	Pat Montanez	Application	None	Content Manager	TIR Missed: No	0.00
	ORS Content Manager	Les Roberts	Human Services	Low Closed	TTR Missed: Yes	6.27
<b>INC000000497210</b>	Sonia Christian	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497213</b>	Linda Baggs	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497218</b>	Toni Davis	Application	Error	Office of Recovery Services Infrc	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497219</b>	Justin Robb	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Resolved	TTR Missed: No	
<b>INC000000497233</b>	Robert Jowett	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000497245</b>	Ken Matheson	Application	Password	Active Directory	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497250</b>	Jason Kemble	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497255</b>	Melissa Carter	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497261</b>	Joseph Williams	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497286</b>	Odell Erickson	PC/Laptop	None	None	TIR Missed: No	0.02
	Rural Central Desktop Support	Troy Morris	Human Services	Low Closed	TTR Missed: No	4.90
<b>INC000000497297</b>	Kari Smith	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
<b>INC000000497310</b>	Barbara Boswell	Mobile Devices	Error	Droid	TIR Missed: Yes	2.34
	Application Services	Danielle Hood	Human Services	Low Closed	TTR Missed: No	3.61
<b>INC000000497314</b>	Raitos Archuleta	Telecom	Call Management	Telephone	TIR Missed: No	0.17
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	2.19
<b>INC000000497318</b>	David Solum	Application	Error	None	TIR Missed: Yes	2.21
	Capitol Hosting	Dale Hicks	Human Services	Low Closed	TTR Missed: No	2.83
<b>INC000000497322</b>	Danny R Wheatley	PC/Laptop	None	None	TIR Missed: No	0.12
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	1.19
<b>INC000000497326</b>	Gina Timmerman	Application	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.05
<b>INC000000497343</b>	Lisa Martinez	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.10
<b>INC000000497359</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497360</b>	Edith Martinez	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000497365</b>	Cheryl Dubach	Application	None	Novell GroupWise	TIR Missed: No	0.86
	Application Services	Bart Purser	Human Services	Low Resolved	TTR Missed: No	0.86
<b>INC000000497397</b>	Kristopher Foltz	None	None	DB2 Query Management Facility	TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.77
<b>INC000000497399</b>	Justina Flesher	None	None	None	TIR Missed: No	0.09
	Operations Production Control	Christie Burnham	Human Services	Low Closed	TTR Missed: No	0.18

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## Human Services

<b>INC000000497414</b>	Justina Flesher	None	None	None		TIR Missed: No	0.87
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.92
<b>INC000000497423</b>	Darren Burdette	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497431</b>	Kenneth McGee	Application	None	ZENworks for Desktops		TIR Missed: Yes	1.01
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: Yes	7.14
<b>INC000000497436</b>	Anna Owen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	1.33
<b>INC000000497454</b>	Annette Perkins	Telecom	Dial Tone	Telephone		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	1.76
<b>INC000000497455</b>	Julie A Ross	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.64
<b>INC000000497456</b>	Eden Kajiyama	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.66
<b>INC000000497458</b>	Eric Jenkins	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.71
<b>INC000000497495</b>	Kristopher Foltz	None	None	Content Manager		TIR Missed: Yes	7.93
	ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed: Yes	7.93
<b>INC000000497498</b>	Kina Fangupo	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497512</b>	Kina Fangupo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.46
<b>INC000000497518</b>	Teresa Flores	Application	Error	ZENworks for Desktops		TIR Missed: No	0.39
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	1.68
<b>INC000000497539</b>	Ruth Johnson	Mainframe	Password	BlueZone		TIR Missed: No	0.41
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.71
<b>INC000000497540</b>	Kehlie Gomez	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497550</b>	Courtney Shakespear	None	None	SAFE		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	1.83
<b>INC000000497555</b>	Justina Flesher	None	None	None		TIR Missed: No	0.68
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.68
<b>INC000000497564</b>	Nicole Nielsen	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000497565</b>	Tanner McDaniel	Application	Error	ZENworks for Desktops	TIR Missed: No	0.56
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	0.56
<b>INC000000497566</b>	Stephen Arnold	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.56
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.66
<b>INC000000497582</b>	Nicole Nielsen	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497585</b>	Kimia Prince	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000497595</b>	Tanner McDaniel	PC/Laptop	Error	None	TIR Missed: No	0.37
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.39
<b>INC000000497605</b>	Troy Gasser	Network	Error	None	TIR Missed: No	0.17
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.34
<b>INC000000497608</b>	Melinda Tippetts	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000497619</b>	Anna Owen	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low Closed	TTR Missed: No	2.05
<b>INC000000497631</b>	Jody Eby	Application	None	Novell GroupWise	TIR Missed: No	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.13
<b>INC000000497635</b>	Jordan Tusieseina	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497648</b>	Lisa Bruno	Application	None	Citrix ICA Client	TIR Missed: Yes	1.36
	Application Services	Tony Larsen	Human Services	Low Resolved	TTR Missed: No	1.37
<b>INC000000497650</b>	Justina Flesher	None	None	None	TIR Missed: No	0.53
	Operations Production Control	Christie Burnham	Human Services	Low Closed	TTR Missed: No	0.57
<b>INC000000497660</b>	Jordan Tusieseina	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497668</b>	Blaine Clayton	Application	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Human Services	Low Resolved	TTR Missed: No	0.54
<b>INC000000497687</b>	Misty Martindale	Telecom	Dial Tone	Telephone	TIR Missed: No	0.59
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	1.21
<b>INC000000497691</b>	John Ortiz	Application	None	Microsoft Office	TIR Missed: No	0.44
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	4.14
<b>INC000000497718</b>	Steve Rosales	Application	Password	Utah Master Directory	TIR Missed: No	0.23
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	0.23



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## Human Services

<b>INC000000497728</b>	Lyle Goulding	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000497734</b>	Marie Rodriguez	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000497737</b>	Mary Burgener	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000497753</b>	Rachel Price	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497771</b>	Wendy Ottley	None	None	SAFE		TIR Missed: No	0.02
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000497773</b>	Julia K Armstrong	None	None	None		TIR Missed: No	0.02
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000497779</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497807</b>	Bronson Black	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497811</b>	Brandi Duke	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497813</b>	Brandi Duke	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497818</b>	David Fast	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	
<b>INC000000497822</b>	Deanna Bigelow	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497825</b>	Stephanie Stuart	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497846</b>	Lana Kopecky	PC/Laptop	Performance	None		TIR Missed: No	0.18
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed: No	3.24
<b>INC000000497858</b>	Nader Mikhail	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Lester Aoki	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000497861</b>	Brad Cook	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000497862</b>	Tamera Weis	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02

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## Human Services

<b>INC000000497864</b>	Jennifer Wagoner	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000497869</b>	Nels Holmgren	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.11
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.19
<b>INC000000497873</b>	Ivana Meandzija	Application	None	Contract Approval Payment System	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497881</b>	Janis Widdison	Network	None	None	TIR Missed: No	0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.08
<b>INC000000497890</b>	Michele Garrick	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497910</b>	Brad Cook	PC/Laptop	None	None	TIR Missed: No	0.97
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.99
<b>INC000000497911</b>	Rick H Hansen	Application	Error	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000497922</b>	Katie McEntire	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.84
	Application Support - Content Management	Nate Olson	Human Services	Low Closed	TTR Missed: No	1.90
<b>INC000000497923</b>	Karen Grenz	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497927</b>	Troy Randall	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497933</b>	Justina Flesher	None	None	None	TIR Missed: No	0.48
	Operations Production Control	Cal Brinton	Human Services	Low Closed	TTR Missed: No	0.77
<b>INC000000497941</b>	Rick H Hansen	None	None	None	TIR Missed: No	0.11
	Metro B Desktop Support	Annicke Valdez	Human Services	Low Closed	TTR Missed: No	1.46
<b>INC000000497944</b>	Lisa Bruno	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000497948</b>	Justina Flesher	None	None	None	TIR Missed: No	0.40
	Operations Production Control	Cal Brinton	Human Services	Low Closed	TTR Missed: No	0.40
<b>INC000000497952</b>	Bill Boyle	PC/Laptop	None	None	TIR Missed: No	0.76
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.81
<b>INC000000497972</b>	Justina Flesher	Application	None	DB2 Query Management Facility	TIR Missed: No	0.55
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	1.03
<b>INC000000497974</b>	Jill Colvin	PC/Laptop	Performance	None	TIR Missed: No	0.08
	Metro B Desktop Support	Michael Barth	Human Services	Low Resolved	TTR Missed: No	1.23

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## Human Services

<b>INC000000497984</b>	Tom Edmonds	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.48
<b>INC000000497995</b>	Eugene Fulton	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000498018</b>	Michelle Harper	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000498021</b>	Silvia Romero	None	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.87
<b>INC000000498027</b>	Tiffany Sandberg	None	None	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.75
<b>INC000000498028</b>	Mirta Richards	Application	Error	None		TIR Missed: No	0.70
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	1.34
<b>INC000000498029</b>	Tammy W Harris	Application	None	DB2 Query Management Facility		TIR Missed: No	0.22
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	1.36
<b>INC000000498054</b>	Wendy Whiting	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.29
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.29
<b>INC000000498057</b>	Linda Moon	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Human Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000498086</b>	Cherilyn Webster	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000498089</b>	Alecia Stoker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	3.78
<b>INC000000498152</b>	Colette Tasker	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498164</b>	Michael Levi	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498173</b>	Corrie Miera	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498178</b>	Karen Randall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498180</b>	Deborah Wilbur	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498191</b>	Marian Scothern	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.27

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## Human Services

<b>INC000000498193</b>	Allen Randall Metro C Help Desk	Application Reed Stohel	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498201</b>	Craig Nielson Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498209</b>	Cheryl Burgan Rural North Desktop Support	None Wayne Higgs	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498216</b>	Debra Dopp Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498219</b>	Danny R Wheatley Rural Central Desktop Support	None Paul Petersen	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.33 4.23
<b>INC000000498229</b>	Danielle White Help Desk	Network James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498235</b>	Robert W Johnson Security	Application Austin Farey	Reporting Human Services	Gmail Low	TIR Missed: No TTR Missed: No	0.55 5.59
<b>INC000000498237</b>	Lory Pond Voice/Data/WAN Services	Telecom Mike Johnson	Dial Tone Human Services	Telephone Low	TIR Missed: No TTR Missed: No	0.06 1.21
<b>INC000000498239</b>	Craig S Webb Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498251</b>	Judy Sorenson ORS Content Manager	Application Dan Barrett	Error Human Services	Content Manager Low	TIR Missed: No TTR Missed: No	0.54 0.54
<b>INC000000498267</b>	Lorene Afo Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498269</b>	Julie Craner ORS Content Manager	Application Dan Barrett	Password Human Services	Content Manager Low	TIR Missed: No TTR Missed: No	0.41 0.48
<b>INC000000498280</b>	Craig S Webb Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell Messenger Low	TIR Missed: No TTR Missed: No	0.00 0.08
<b>INC000000498284</b>	Livingstone Tauvao Help Desk	Application Brenda Treadway	Password Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498286</b>	Irma Romero Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.26 4.06
<b>INC000000498289</b>	Kathy Wilcox Application Services	None Terry Forsgren	None Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.20 0.67
<b>INC000000498303</b>	Ken Ransom Metro B Desktop Support	PC/Laptop Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: Yes	0.14 6.37

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## Human Services

<b>INC000000498310</b>	Kehlrie Gomez	Application	None	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000498314</b>	Jeanne Finefeuiaki	Application	None	Symantec AntiVirus	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Resolved	TTR Missed: No	3.77
<b>INC000000498315</b>	Danny Torman	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
<b>INC000000498330</b>	Nicki Bidlack	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.03
<b>INC000000498344</b>	Ken Matheson	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.10
<b>INC000000498360</b>	Debbie Koew	Application	Password	Citrix ICA Client	TIR Missed: No	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.25
<b>INC000000498362</b>	Frank Garcia	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
<b>INC000000498369</b>	Dan Barrett	None	None	None	TIR Missed: No	0.49
	Internal Application Development at	Beth Hendricks	Human Services	Low Resolved	TTR Missed: No	0.94
<b>INC000000498373</b>	Julie Carlile	Application	Error	Content Manager	TIR Missed: No	0.60
	ORS Content Manager	Dan Barrett	Human Services	Low Resolved	TTR Missed: No	0.96
<b>INC000000498396</b>	Paula Lamb	PC/Laptop	Hardware	None	TIR Missed: No	0.30
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	4.09
<b>INC000000498399</b>	Sheila Wooten	None	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000498403</b>	Joy Overby	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
<b>INC000000498404</b>	Wendy Ottley	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low Resolved	TTR Missed: No	4.05
<b>INC000000498406</b>	Susan Eddy	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000498407</b>	Debora Wawro	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000498437</b>	Royce Webb	Application	Password	Citrix ICA Client	TIR Missed: No	0.58
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.71
<b>INC000000498439</b>	Garry R Holbrook	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	0.00

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## Human Services

<b>INC000000498453</b>	Jared Smith	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498458</b>	Linda Moon	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498481</b>	Kina Fangupo	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.39
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.54
<b>INC000000498521</b>	Lisa Peek	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498524</b>	Marty Robins	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498525</b>	Jennifer Stone	None	None	None	TIR Missed: No	0.16
Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: No	4.85
<b>INC000000498526</b>	Kehlie Gomez	None	None	Utah Electronic Resource and E	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498528</b>	Mike Beacco	PC/Laptop	Error	None	TIR Missed: No	0.83
Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	0.83
<b>INC000000498530</b>	Katie DeGroot	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498533</b>	Lisa Packard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498534</b>	Tamie Hamblin	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498535</b>	Susan Eddy	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498537</b>	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498554</b>	Debora Wawro	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.40
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	2.17
<b>INC000000498587</b>	Bethany Votroubek	Network	Incident	None	TIR Missed: No	0.27
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.33
<b>INC000000498589</b>	Nathan Steimle	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000498597</b>	Tamie Hamblin	None	None	State Payroll Time Entry System	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

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## Human Services

<b>INC000000498631</b>	Scott Beagley	Network	Incident	None		TIR Missed: Yes	1.35
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.96
<b>INC000000498650</b>	Bill Boyle	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.13
<b>INC000000498664</b>	Bryant Christlieb	None	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.27
<b>INC000000498688</b>	Charlene Nelson	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.39
<b>INC000000498689</b>	Bernie Pacheco	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.38
<b>INC000000498690</b>	Tammera Bingham	Application	Password	Utah Master Directory		TIR Missed: No	0.11
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000498691</b>	Michael P Mower	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498697</b>	Justina Flesher	None	None	None		TIR Missed: No	0.24
	Application Support - Web Sites	Dennis Allred	Human Services	Low	Resolved	TTR Missed: No	0.24
<b>INC000000498703</b>	Valorie Johnson	None	None	SAFE		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	
<b>INC000000498752</b>	Rick Platt	Application	None	Microsoft Excel		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	5.56
<b>INC000000498845</b>	Becky L Johnson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000498847</b>	Debbie Stark	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498851</b>	Ella Lopez	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000498859</b>	Rodolfo Camacho	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.44
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.48
<b>INC000000498864</b>	Jaki Dayton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498873</b>	Melinda Tippetts	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498881</b>	Scott Munden	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.00

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## Human Services

<b>INC000000498896</b>	David Solum	Server	None	None		TIR Missed: Yes	2.22
	Application Server Support Team	Kyle Burkhardt	Human Services	Low	Resolved	TTR Missed: No	3.26
<b>INC000000498897</b>	Fleishia Wahlin	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498900</b>	Jeff Marrott	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498901</b>	Laura Carlson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498904</b>	Craig Nielson	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.62
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	1.65
<b>INC000000498909</b>	Debbie L Miller	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498916</b>	Tami Fullerton	PC/Laptop	None	None		TIR Missed: No	0.60
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	0.60
<b>INC000000498920</b>	Nathan Steimle	Application	None	Action Request System		TIR Missed: Yes	1.03
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: Yes	13.46
<b>INC000000498921</b>	Glenn Shurtz	Application	None	None		TIR Missed: No	0.64
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.74
<b>INC000000498922</b>	Lillian Dopp	Application	None	SAFE		TIR Missed: No	0.96
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.96
<b>INC000000498927</b>	Nathan Steimle	None	None	None		TIR Missed: No	0.04
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000498932</b>	Justina Flesher	None	None	None		TIR Missed: No	0.75
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.80
<b>INC000000498935</b>	Garry R Holbrook	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498937</b>	Gloria Kay	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.26
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.31
<b>INC000000498955</b>	Robert Jowett	None	None	Content Manager		TIR Missed: No	0.93
	ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed: No	0.93
<b>INC000000498957</b>	Janet Culpepper	Application	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498963</b>	Terri Nixon	None	None	SAFE		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00



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## Human Services

<b>INC000000498976</b>	Julia Kolovich	None	None	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000498986</b>	June Kohles	None	None	None	TIR Missed: No	0.48
	ORS Content Manager	Dan Barrett	Human Services	Low Resolved	TTR Missed: No	0.48
<b>INC000000498988</b>	Irma Romero	None	None	None	TIR Missed: No	0.45
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.46
<b>INC000000498990</b>	Samantha Hammond	Application	None	None	TIR Missed: No	0.63
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.63
<b>INC000000498992</b>	Janis Widdison	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	
<b>INC000000499000</b>	Matthew Hoyal	None	None	None	TIR Missed: No	0.56
	Rural Central Desktop Support	John Donaldson	Human Services	Medium Resolved	TTR Missed: No	0.60
<b>INC000000499004</b>	Kristen Soto	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.63
	Application Services	Danielle Hood	Human Services	Low Resolved	TTR Missed: No	0.63
<b>INC000000499008</b>	Kacee Child	None	None	None	TIR Missed: No	0.49
	Rural Central Desktop Support	John Donaldson	Human Services	Medium Resolved	TTR Missed: No	0.50
<b>INC000000499012</b>	Nathan Ponis	Application	None	SAFE	TIR Missed: No	0.51
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.64
<b>INC000000499016</b>	Pita Nasio	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000499029</b>	Vickie Jones	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.20
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	1.18
<b>INC000000499050</b>	Arnell Wamsley	Mainframe	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000499065</b>	Kenneth Kerr	None	None	None	TIR Missed: No	0.02
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.09
<b>INC000000499072</b>	Carmen Green	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000499074</b>	Sandra Harris	None	None	None	TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000499090</b>	Shirley Bouchard	Network	Error	None	TIR Missed: No	0.04
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.11
<b>INC000000499145</b>	Tina Myers	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.29
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.43

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## Human Services

<b>INC000000499148</b>	Debra Dopp Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000499149</b>	Valerie Lowery Metro B Desktop Support	None Tyler Pearce	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.07
<b>INC000000499163</b>	Deborah Wilbur Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.05 0.70
<b>INC000000499179</b>	Robert Jowett Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.15 0.15
<b>INC000000499183</b>	Garry R Holbrook Help Desk	None Julie VanBeekum	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000499195</b>	Nicole Peay Rural Central Desktop Support	Application Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.12 0.78
<b>INC000000499200</b>	Abigail Bodily Metro B Help Desk	None Gary Graham	None Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000499204</b>	Jaime Welch Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000499206</b>	Linda Martinez Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000499221</b>	Alicia Anderson Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.50
<b>INC000000499235</b>	Ming Wang Metro B Desktop Support	None Peter Musser	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.15 0.15
<b>INC000000499245</b>	Brian Parkinson Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000499252</b>	Chagane Bagdasarian Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000499253</b>	Judy Hull Metro C Help Desk	Network Reed Stohel	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000499271</b>	Michelle Briseno Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000499274</b>	Nancy Nixon ORS Content Manager	Application Pam Lee	Password Human Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.37 0.37
<b>INC000000499277</b>	Angela Schmith Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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## Human Services

<b>INC000000499282</b>	Leslee Butterfield	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
<b>INC000000499287</b>	Chagane Bagdasarian	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.07
<b>INC000000499308</b>	Mark Strebel	Application	None	Content Manager	TIR Missed: Yes	25.86
	Finance and Accounting	Steven Miller	Human Services	Low Resolved	TTR Missed: Yes	25.86
<b>INC000000499318</b>	Kathy Tollett	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.10
<b>INC000000499320</b>	Andrew Butcher	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000499341</b>	David Solum	PC/Laptop	Hardware	None	TIR Missed: No	0.15
	Metro B Desktop Support	Michael Barth	Human Services	Low Resolved	TTR Missed: No	1.44
<b>INC000000499345</b>	Jana Darling	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
<b>INC000000499346</b>	Lori Orton	PC/Laptop	Hardware	None	TIR Missed: No	0.08
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.16
<b>INC000000499372</b>	Mike Hebdon	PC/Laptop	None	None	TIR Missed: No	0.03
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: Yes	7.12
<b>INC000000499374</b>	Michael P Mower	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000499409</b>	mattie ingram	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000499417</b>	Vanessa Amburgey	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000499425</b>	Michael Levi	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	1.46
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	1.51
<b>INC000000499440</b>	Stephanie Bezyack	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000499454</b>	Peggy Matlin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000499456</b>	Susan Martell	Application	None	None	TIR Missed: Yes	2.70
	Metro B Desktop Support	Peter Musser	Human Services	Low Resolved	TTR Missed: No	2.71
<b>INC000000499465</b>	Dana Guertin	None	None	Citrix ICA Client	TIR Missed: No	0.24
	Metro B Desktop Support	Michael Barth	Human Services	Low Resolved	TTR Missed: No	0.24

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## Human Services

<b>INC000000499467</b>	Tammera Bingham Metro B Help Desk	Application Gary Graham	Password Human Services	PGP Low	Resolved	TIR Missed: Yes TTR Missed: No	1.08 1.08
<b>INC000000499470</b>	Scott Blackburn Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000499473</b>	Bill Duncan Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.09
<b>INC000000499482</b>	Lydia Velasquez Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.39
<b>INC000000499489</b>	Kehlie Gomez Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000499494</b>	Tammera Bingham Metro B Help Desk	None Gary Graham	None Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.63
<b>INC000000499497</b>	Cameron Cline Rural North Desktop Support	None Ruston McKay	None Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.89
<b>INC000000499500</b>	Christie R Olsen Help Desk	Application Julie VanBeekum	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000499510</b>	Kristopher Foltz Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.04 3.50
<b>INC000000499511</b>	Sharon Timmons Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.08
<b>INC000000499513</b>	Susan Nance Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 5.78
<b>INC000000499543</b>	Judy Alice Harrington Help Desk	Application Eileen Dubach	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000499544</b>	Kathryn Holt Application Services	Mobile Devices Danielle Hood	Error Human Services	iPhone Low	Resolved	TIR Missed: Yes TTR Missed: No	1.85 3.81
<b>INC000000499548</b>	Kathryn Holt Rural South Desktop Support	PC/Laptop Lance Nay	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.11 0.98
<b>INC000000499553</b>	Tammera Bingham Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.45 1.84
<b>INC000000499554</b>	Marci Day Rural Central Desktop Support	PC/Laptop Paul Petersen	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.28 0.28
<b>INC000000499560</b>	Justina Flesher Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.19 0.19

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## Human Services

<b>INC000000499564</b>	Grant Tolley	None	None	Internet Explorer		TIR Missed: No	0.24
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.24
<b>INC000000499572</b>	Ceci Castillo	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499577</b>	Lory Pond	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499585</b>	Karie Huntley	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499586</b>	Shandy Strasburg	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499589</b>	Cynthia Aposhian	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499590</b>	Lory Pond	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499597</b>	Lory Pond	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499603</b>	Leslee Butterfield	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499608</b>	Troy Harward	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499615</b>	Stacie Pohahau	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499619</b>	Jeff Kindall	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499623</b>	Shaunna Skidmore	Network	Error	None		TIR Missed: Yes	4.24
	Network Operations	Dave Bodily	Human Services	Low	Resolved	TTR Missed: No	4.24
<b>INC000000499639</b>	Christine Pulliam	Application	Error	Echart		TIR Missed: No	0.40
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.48
<b>INC000000499650</b>	Katie DeGroot	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499651</b>	Laurie Vigil	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499667</b>	ryan woodmansee	None	None	Novell Messenger		TIR Missed: No	0.00
	Metro C Desktop Support	Ken Knobel	Human Services	Low	Resolved	TTR Missed: No	0.44

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## Human Services

<b>INC000000499678</b>	Debbie L Miller	Print/Copy/Scan/Fax	None	PDF Complete		TIR Missed: No	0.18
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.18
<b>INC000000499688</b>	ryan woodmansee	None	None	Novell GroupWise		TIR Missed: No	0.61
	Application Services	Bart Purser	Human Services	Low	Resolved	TTR Missed: No	0.61
<b>INC000000499689</b>	Peter Johansson	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: Yes	1.09
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	1.09
<b>INC000000499698</b>	Paula Wing	Application	Error	Visio		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499703</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499704</b>	Sui Amaama	PC/Laptop	None	None		TIR Missed: No	0.38
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.61
<b>INC000000499717</b>	Tammy W Harris	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499726</b>	Ronnie Saulsberry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499735</b>	Nita Osborne	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000499774</b>	Jaki Dayton	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000499782</b>	Karen Anderson	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000499802</b>	Kingi Tonga	Application	Error	Utah Cares		TIR Missed: No	0.24
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.24
<b>INC000000499805</b>	Trish Jensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	
<b>INC000000499809</b>	Kingi Tonga	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000499810</b>	Lory Pond	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499813</b>	Sandra Sanduk	PC/Laptop	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.15
<b>INC000000499816</b>	Jill Aldrich	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02

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## Human Services

<b>INC000000499821</b>	Dawn Hollingsworth	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499823</b>	Janice Oswald	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499824</b>	Carolyn Smith	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.43
<b>INC000000499843</b>	Michael P Mower	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.24
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.30
<b>INC000000499870</b>	Jennifer Coomer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000499881</b>	Anna Reposa	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499892</b>	Tracy Coburn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499916</b>	Christine Hamontree	Application	Password	Citrix ICA Client		TIR Missed: No	0.06
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000499918</b>	Christine Hamontree	Application	Reporting	Citrix ICA Client		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499927</b>	Katie DeGroot	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499936</b>	Lisa Pierce	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	2.77
<b>INC000000499963</b>	Christy Van Buskirk	Application	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.30
<b>INC000000499964</b>	Chris Bodmer	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499965</b>	Sean T Orton	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499970</b>	Julie Simons	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499989</b>	Travis Workman	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499993</b>	Christie Howes	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00

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## Human Services

<b>INC000000500036</b>	Tammy Samaniego	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	1.86
<b>INC000000500046</b>	Diana Corona	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500063</b>	Steve Elam	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500089</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500111</b>	Christy M Wixom	PC/Laptop	Hardware	None		TIR Missed: No	0.04
	Metro B Desktop Support	Matthew Blunk	Human Services	Low	Resolved	TTR Missed: No	0.26
<b>INC000000500125</b>	Dennis Brooks	Application	Password	Citrix ICA Client		TIR Missed: No	0.02
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000500151</b>	Brenda Shaw	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500152</b>	Kelly Widmeyer	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500158</b>	Maria Justice	Application	Password	Content Manager		TIR Missed: No	0.14
	ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000500159</b>	Theresa Oram	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500163</b>	Fanu Ulugalu	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500169</b>	Donovan Bergstrom	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000500228</b>	Judy Perry	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500231</b>	Jessica Cameron	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500233</b>	Michelle Perez	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000500249</b>	Marlene Goodrich	None	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.10
<b>INC000000500250</b>	Jess Brown	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04



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## Human Services

<b>INC000000500257</b>	Tom Dunford	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.18
<b>INC000000500258</b>	Denise Fairbourn	PC/Laptop	None	None		TIR Missed: No	0.02
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000500276</b>	John Macfarlane	Billing	None	None		TIR Missed: Yes	5.04
	Billing	Sara Brown	Human Services	Low	Resolved	TTR Missed: No	5.08
<b>INC000000500290</b>	Marlow Plumb	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500303</b>	Stacy L Petersen	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000500354</b>	Justina Flesher	None	None	None		TIR Missed: No	0.04
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000500358</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500370</b>	Kathy Bruner	PC/Laptop	Error	None		TIR Missed: No	0.06
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	2.44
<b>INC000000500385</b>	Elmo L Gruwell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	2.27
<b>INC000000500411</b>	Andrew Butcher	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.18
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.33
<b>INC000000500418</b>	Debbie Stark	None	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000500422</b>	Emily Maxfield	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.58
<b>INC000000500426</b>	Heidi Little	Application	Password	Citrix ICA Client		TIR Missed: No	0.21
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.54
<b>INC000000500427</b>	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500431</b>	Susie Prince	Network	Performance	Novell eDirectory		TIR Missed: No	0.81
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved	TTR Missed: No	0.81
<b>INC000000500432</b>	Stephanie Valdez	Application	Error	Vision		TIR Missed: No	0.00
	Application Support - WIC	Matthew Earl	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500437</b>	Kimberly Cox	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00

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## Human Services

<b>INC000000500440</b>	Brian D Nelson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000500450</b>	Andrew Butcher	Application	Password	PGP		TIR Missed: No	0.20
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.28
<b>INC000000500452</b>	Tom Edmonds	None	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.48
<b>INC000000500460</b>	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500462</b>	Susan Street	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500485</b>	Karma Limb	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000500489</b>	Angela Schmith	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500490</b>	Emmie Russom	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500493</b>	Patricia Solt	Application	Error	PGP		TIR Missed: No	0.13
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.15
<b>INC000000500495</b>	Jennifer McCourt	Application	None	SAFE		TIR Missed: No	0.16
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.28
<b>INC000000500512</b>	Justina Flesher	Application	None	Novell GroupWise		TIR Missed: No	0.23
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.36
<b>INC000000500528</b>	Mo Schannon	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000500547</b>	Justina Flesher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500568</b>	Claudette Saunders	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500571</b>	Troy Mattinson	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.41
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.41
<b>INC000000500587</b>	Cindy Phillips	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500588</b>	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

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## Human Services

<b>INC000000500589</b>	Mechel Gibbs Rural North Desktop Support	Network Ruston McKay	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000500592</b>	Cameron Cline Rural North Desktop Support	None Ruston McKay	None Human Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.25
<b>INC000000500609</b>	Rick H Hansen Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000500620</b>	Connie Carvajal Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.04
<b>INC000000500649</b>	Abigail Levi Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000500663</b>	Nancy Nixon Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.01
<b>INC000000500699</b>	Charri Brummer Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.02
<b>INC000000500708</b>	Emmie Russom Application Services	None Terry Forsgren	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.21 0.42
<b>INC000000500713</b>	Jennifer Tanner Rural Central Desktop Support	Application Paul Petersen	None Human Services	SAFE Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.56
<b>INC000000500714</b>	Veronica Kasprzak Application Services	Mobile Devices Danielle Hood	Error Human Services	Droid Low	TIR Missed: No Resolved TTR Missed: No	0.89 0.96
<b>INC000000500734</b>	Cindy Delgadillo Metro A Desktop Support	PC/Laptop Adam Staks	Hardware Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.44 1.09
<b>INC000000500756</b>	Amelia Wilcox Help Desk	Application Julie VanBeekum	Error Human Services	Novell Messenger Low	TIR Missed: No Resolved TTR Missed: No	0.13 1.18
<b>INC000000500757</b>	Aubrey Myers Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.41 0.71
<b>INC000000500767</b>	Chad Jones Rural South Desktop Support	PC/Laptop Lane Adams	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.81 0.81
<b>INC000000500775</b>	Azucena Santos Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000500806</b>	Cindy M Lopez Metro B Desktop Support	None Peter Musser	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000500824</b>	Rick Wright Application Services	Mobile Devices Danielle Hood	Error Human Services	Novell GroupWise PDA Connec Low	TIR Missed: Yes Resolved TTR Missed: No	1.44 1.83

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## Human Services

<b>INC000000500830</b>	Brian Pali	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500835</b>	Mark Perry	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500851</b>	Trena Adams	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000500852</b>	Donelle Clements	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500866</b>	Kym Wilson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500880</b>	Jeri Boyle	Application	Error	Citrix ICA Client		TIR Missed: No	0.28
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	4.96
<b>INC000000500883</b>	Jeri Boyle	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000500889</b>	Eric Jenkins	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.44
<b>INC000000500895</b>	Cameron Cline	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500907</b>	Dawn Kazeck	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500915</b>	Kelli Karpakis	PC/Laptop	Hardware	None		TIR Missed: No	0.47
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.47
<b>INC000000500935</b>	Amelia Wilcox	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.06
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.48
<b>INC000000500936</b>	Amy Clark	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000500979</b>	Debra Pittman	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500980</b>	Debra Pittman	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500995</b>	Julie Williams	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500998</b>	Todd Thayn	PC/Laptop	None	None		TIR Missed: No	0.94
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.94

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## Human Services

<b>INC000000501005</b>	Bethany Votroubek	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.17
<b>INC000000501017</b>	Dianne Warner-Kearney	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.36
<b>INC000000501021</b>	Debbie Stark	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.49
<b>INC000000501087</b>	Penny Rice	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000501103</b>	Zachary W Gillespie	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501108</b>	Shellene West	None	None	None		TIR Missed: No	0.69
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.69
<b>INC000000501113</b>	Justina Flesher	Application	None	Novell GroupWise		TIR Missed: No	0.15
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.18
<b>INC000000501116</b>	Sherrie Snow	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	
<b>INC000000501121</b>	Melissa Carter	None	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.38
<b>INC000000501132</b>	Justina Flesher	None	None	None		TIR Missed: No	0.02
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.15
<b>INC000000501162</b>	Lisa Martinez	Application	Error	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000501164</b>	Wayne Pereira	Application	Error	Utah Statewide Immunization In		TIR Missed: No	0.32
	Application Support - USIIS	JC Alexander	Human Services	Low	Resolved	TTR Missed: No	0.32
<b>INC000000501168</b>	Anna Chacon	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.17
<b>INC000000501180</b>	Aubrey Myers	Application	Error	Novell GroupWise		TIR Missed: Yes	1.65
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	1.65
<b>INC000000501217</b>	Ryan Turner	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.16
<b>INC000000501228</b>	Sandra Sanduk	Application	None	Gmail		TIR Missed: No	0.84
	Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: No	0.92
<b>INC000000501268</b>	Bill Boyle	Application	None	None		TIR Missed: No	0.14
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	1.02

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## Human Services

<b>INC000000501278</b>	Tausoa Snead	None	None	Content Manager		TIR Missed: No	0.16
	ORS Content Manager	Les Roberts	Human Services	Low	Resolved	TTR Missed: Yes	6.18
<b>INC000000501283</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501297</b>	John H Thompson	Mainframe	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.01
<b>INC000000501299</b>	Mayla Slack	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501306</b>	Judy Maynard	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501337</b>	Michelle Patterson	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501338</b>	Julie Gerber	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: No	0.21
<b>INC000000501355</b>	Lorene Afo	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501373</b>	Tausoa Snead	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501397</b>	Amanda Steffon	None	None	SAFE		TIR Missed: No	0.09
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	2.48
<b>INC000000501412</b>	Lisa D Evans	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501414</b>	Lisa D Evans	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501415</b>	Sandy Gibson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501452</b>	Kingi Tonga	Application	Password	Utah Cares		TIR Missed: No	0.13
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.44
<b>INC000000501492</b>	Matthew Froelich	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501495</b>	Bambi Koeller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501499</b>	Nancy Barowski	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00

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## Human Services

<b>INC000000501504</b>	Mayla Slack Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000501509</b>	lilian gilbert Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00
<b>INC000000501516</b>	Jolene Durrant Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.34 0.34
<b>INC000000501615</b>	Jennifer McCourt Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.53
<b>INC000000501626</b>	Dolores Talanoa Metro B Hosting	None Paul Seager	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000501637</b>	Brandon White Metro B Hosting	None Paul Seager	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000501667</b>	John Cheney Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000501685</b>	Bruce James Metro B Hosting	None Paul Seager	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000501748</b>	Silvia Romero Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000501757</b>	Joan Charter Metro B Desktop Support	PC/Laptop Annice Valdez	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000501763</b>	Kim Tuitupou Metro C Help Desk	Mainframe Reed Stohel	Password Human Services	BlueZone Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000501783</b>	Janene Larsen Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000501807</b>	Betty Meyer Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000501828</b>	Anita Rutledge Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000501832</b>	Deborah Boucha Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.06 0.27
<b>INC000000501844</b>	Kathy Tontlewicz Help Desk	Network James Stearns	Incident Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000501857</b>	Michele Ardohain Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.26 0.58

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## Human Services

<b>INC000000501860</b>	Arlene Macanas	Mobile Devices	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000501861</b>	Dave Farley	Application	None	Gmail		TIR Missed: No	0.46
	Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: No	1.66
<b>INC000000501876</b>	Paula K Douglass	None	None	Content Manager		TIR Missed: No	0.77
	ORS Content Manager	Les Roberts	Human Services	Low	Resolved	TTR Missed: No	0.77
<b>INC000000501881</b>	Cherie Root	None	None	PGP		TIR Missed: No	0.11
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.34
<b>INC000000501892</b>	Tammy Powell	PC/Laptop	Password	None		TIR Missed: No	0.03
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000501898</b>	Destry Maycock	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501901</b>	Lori Giovannoni	None	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.76
<b>INC000000501918</b>	Mary Wilder	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.04
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.54
<b>INC000000501919</b>	Dan Chatterton	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501926</b>	Cathy Rueff	Application	Password	Citrix ICA Client		TIR Missed: No	0.03
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.24
<b>INC000000501932</b>	Jennifer Gardner	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501934</b>	Kami Elmer	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000501936</b>	Sharon Timmons	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Annicc Valdez	Human Services	Low	Resolved	TTR Missed: No	0.65
<b>INC000000501967</b>	Wendy Thompson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501970</b>	Mandy Morrell	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000501981</b>	Cassie Selim	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000501982</b>	Tammy Nuttall	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00



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## Human Services

<b>INC000000501984</b>	Katie DeGroot	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501995</b>	Dan Barrett	EIS Hardware	Printer	None		TIR Missed: No	0.24
	Strategic Communications	Luis Larios	Human Services	Low	Resolved	TTR Missed: No	1.10
<b>INC000000501999</b>	Dana Guertin	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000502010</b>	Dave Farley	None	None	None		TIR Missed: No	0.33
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.33
<b>INC000000502015</b>	Patty Reed	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502016</b>	laura johnson	None	None	None		TIR Missed: Yes	7.29
	ORS Content Manager	Pam Lee	Human Services	Low	Resolved	TTR Missed: Yes	7.29
<b>INC000000502018</b>	Janet E Campbell	PC/Laptop	None	None		TIR Missed: No	0.02
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.72
<b>INC000000502024</b>	Andrew Trotter	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502027</b>	Christie Howes	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502032</b>	Christie Howes	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502038</b>	Gloria Beagley	Telecom	IP	Telephone		TIR Missed: No	0.09
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed: No	1.97
<b>INC000000502047</b>	Joe Brusatto	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502072</b>	Arlene Macanas	Network	Error	None		TIR Missed: No	0.04
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: Yes	7.58
<b>INC000000502084</b>	Arlene Macanas	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000502103</b>	Michael Styles	Application	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed: No	1.45
<b>INC000000502106</b>	Lory Pond	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.42
<b>INC000000502107</b>	Diana Smith	Application	Password	PGP		TIR Missed: No	0.19
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	1.00

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## Human Services

<b>INC000000502140</b>	Judy Alice Harrington	Application	Error	SAFE		TIR Missed: No	0.38
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved	TTR Missed: No	1.48
<b>INC000000502168</b>	Beverly Clark	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502169</b>	Sandra Sanduk	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000502170</b>	Terri Sawyer	Mobile Devices	Error	iPhone		TIR Missed: No	0.19
	Help Desk	Sarah Johnson	Human Services	Low	Resolved	TTR Missed: No	0.89
<b>INC000000502171</b>	Lisa Packard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502178</b>	Troy Harward	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000502184</b>	Mary Wilder	Application	Error	None		TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.49
<b>INC000000502198</b>	Elmo L Gruwell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502210</b>	Judy Maynard	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502218</b>	Rodolfo Camacho	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502222</b>	Paula Nelson	Network	None	None		TIR Missed: No	0.17
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.17
<b>INC000000502225</b>	Laree Howard	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502227</b>	Penny Rice	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502231</b>	Rodney Cheal	PC/Laptop	None	None		TIR Missed: Yes	1.08
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.08
<b>INC000000502248</b>	Gina Denning	Application	Error	Novell Messenger		TIR Missed: No	0.24
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	4.92
<b>INC000000502268</b>	Joseph tut	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502278</b>	Troy Mattinson	Network	Performance	None		TIR Missed: No	0.00
	Campus Networking	Charmaine Malan	Human Services	Low	Resolved	TTR Missed: No	1.49

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## Human Services

<b>INC000000502279</b>	Ryan Woodmansee	Application	None	ZENworks for Desktops	TIR Missed: No	0.11
	Metro C Desktop Support	Ken Knobel	Human Services	Low Resolved	TTR Missed: No	0.11
<b>INC000000502288</b>	Bart Mason	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: Yes	6.17
<b>INC000000502290</b>	Doug Thomas	Application	None	Novell GroupWise	TIR Missed: No	0.16
	Application Services	Bart Purser	Human Services	Low Resolved	TTR Missed: No	1.78
<b>INC000000502292</b>	Doug Thomas	Wireless Connectivity	None	None	TIR Missed: No	0.07
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Resolved	TTR Missed: No	0.48
<b>INC000000502299</b>	Catherine Worthington	Mainframe	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.03
<b>INC000000502315</b>	Tyler D Black	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.10
<b>INC000000502324</b>	JoAnn Maxwell	PC/Laptop	Hardware	None	TIR Missed: No	0.06
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Resolved	TTR Missed: No	0.29
<b>INC000000502327</b>	Ashley Hasler	Application	Reporting	SAFE	TIR Missed: No	0.96
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.98
<b>INC000000502343</b>	Cynthia Akins	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502358</b>	Gwen Nelson	Application	Error	M86	TIR Missed: No	0.81
	Security	Bart Grant	Human Services	Low Resolved	TTR Missed: No	1.05
<b>INC000000502361</b>	Robert Snarr	PC/Laptop	Error	None	TIR Missed: No	0.46
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	1.55
<b>INC000000502366</b>	Kari Spigarelli	Network	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502367</b>	Chris Morton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502386</b>	David Cianto	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.18
	Metro B Desktop Support	Jay Locker	Human Services	Low Resolved	TTR Missed: No	0.82
<b>INC000000502404</b>	Ming Wang	Network	None	None	TIR Missed: No	0.15
	Metro B Hosting	Paul Engberson	Human Services	Low Resolved	TTR Missed: No	0.27
<b>INC000000502413</b>	Stephanie Stuart	Application	Error	Novell GroupWise	TIR Missed: No	0.18
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.69
<b>INC000000502495</b>	Richard Gamonal	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.41
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.41

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## Human Services

<b>INC000000502496</b>	Rachelle Aune Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502500</b>	Roberta Gillette Metro B Help Desk	None Gary Graham	None Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.22 0.22
<b>INC000000502506</b>	Andrew Butcher Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502521</b>	Kehlie Gomez Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502524</b>	Lisa Packard Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502533</b>	Lisa Jorgensen Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.18 0.61
<b>INC000000502534</b>	Rachel Price Metro B Help Desk	None Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.59 0.59
<b>INC000000502601</b>	David Solum Capitol Hosting	Application Matt Dunlap	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502627</b>	Gary Howarth Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502632</b>	John Peden Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	RSA SecurID Software Token Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502637</b>	Kris Hansen Rural South Desktop Support	None Scott Jesienouski	None Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502639</b>	Heather Rondorf Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	RSA SecurID Software Token Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502645</b>	Celeste LaBorde Metro C Help Desk	Mainframe Reed Stohel	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502647</b>	Diane Miller Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502648</b>	Russ Jaussi Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502656</b>	Tim Roberts Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502658</b>	Allen Randall Metro C Help Desk	Application Reed Stohel	Password Human Services	DB2 Query Management Facilit Low	TIR Missed: No TTR Missed: No	0.00 0.00

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## Human Services

<b>INC000000502675</b>	Judy Hammer	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502679</b>	Glenn Shurtz	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502683</b>	Sharla Bayles	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502690</b>	Bonnie Marquez	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502707</b>	Danielle White	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502713</b>	Jody Rushton-Porter	None	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502717</b>	Danielle White	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502723</b>	Tylean Peck	None	None	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Tony Larsen	Human Services	Low Resolved	TTR Missed: No	4.83
<b>INC000000502729</b>	Anita Rutledge	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502731</b>	Daniel Musto	Mobile Devices	Error	Droid	TIR Missed: No	0.68
	Help Desk	Sarah Johnson	Human Services	Low Resolved	TTR Missed: No	0.73
<b>INC000000502732</b>	Danielle White	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502734</b>	Lori Herbert	Mainframe	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.03
<b>INC000000502737</b>	Chris Morton	None	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502740</b>	Elizabeth Wright	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.24
<b>INC000000502747</b>	Jackie L Pettis	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502779</b>	Susie Prince	Network	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000502783</b>	Pam Smith	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Resolved	TTR Missed: No	0.00

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## Human Services

<b>INC000000502784</b>	Christie Howes Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.30
<b>INC000000502810</b>	Sandra Reed Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502838</b>	Stephanie Hovat Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000502841</b>	Janet Culpepper Metro B Desktop Support	PC/Laptop Annice Valdez	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.22 1.49
<b>INC000000502844</b>	Martha Beacco Rural South Desktop Support	Network Scott Jesienouski	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502853</b>	Henrietta Appling Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.04
<b>INC000000502860</b>	Daniel Hansen Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.07
<b>INC000000502874</b>	Pam Gonzales Metro B Desktop Support	PC/Laptop Jay Locker	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.37
<b>INC000000502893</b>	Scott Munden Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000502897</b>	Don Moss Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502909</b>	Julie Lail Help Desk	Mainframe Brenda Treadway	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502916</b>	Sandra Reed Operations Production Control	None Duane Hardy	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000502919</b>	Sherrie Chynoweth Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.26 0.38
<b>INC000000502996</b>	Debbie Rocha Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503030</b>	Faline Iorg Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.05
<b>INC000000503037</b>	Elizabeth Baker Application Services	Application Paul Lundell	Reporting Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.40 0.85
<b>INC000000503059</b>	Tyler D Black Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.06

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## Human Services

<b>INC000000503072</b>	Alan K Misbach	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000503076</b>	Alan K Misbach	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000503081</b>	Alan K Misbach	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000503088</b>	Kristin Bell	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000503092</b>	Leslee Butterfield	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503093</b>	Romona Zellers	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000503097</b>	Tracy Larsen	None	None	None		TIR Missed: No	0.56
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	3.30
<b>INC000000503114</b>	Danette L Larsen	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000503115</b>	Sifa Tafisi	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503123</b>	Adam Dover	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.69
<b>INC000000503124</b>	Ming Wang	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503140</b>	Anna Peterson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.65
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.96
<b>INC000000503142</b>	Wes Larson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503146</b>	Ryan F Nilsen	Network	Error	None		TIR Missed: No	0.02
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.13
<b>INC000000503159</b>	Lori Herbert	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503181</b>	Susan Cleaver	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503211</b>	Brigham Young	PC/Laptop	None	None		TIR Missed: No	0.01
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.83

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<b>INC000000503225</b>	Lori Savage	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
<b>INC000000503247</b>	Maxine Plewe	Application	Error	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.05
<b>INC000000503251</b>	Justina Flesher	Network	Incident	Novell ConsoleOne	TIR Missed: Yes	1.04
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	
<b>INC000000503258</b>	Steve Elam	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000503276</b>	Tom Medina	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
<b>INC000000503329</b>	Kari Smith	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000503343</b>	Jackie Stahler	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.76
<b>INC000000503344</b>	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.52
<b>INC000000503362</b>	Donna Roche	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low Resolved	TTR Missed: No	0.62
<b>INC000000503367</b>	Christie R Olsen	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low Resolved	TTR Missed: No	0.60
<b>INC000000503374</b>	Cassandra Daley	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000503381</b>	Grant Tolley	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.05
<b>INC000000503386</b>	Beverly Hart	Application	Password	Citrix ICA Client	TIR Missed: No	0.34
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.39
<b>INC000000503387</b>	Jerrienne Brewer	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
<b>INC000000503390</b>	Marcy Jensen	Telecom	None	Telephone	TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	0.19
<b>INC000000503392</b>	Jillian Hill	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.06
<b>INC000000503395</b>	Debbie Craythorn	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	2.60
	Rural North Desktop Support	Ryan Casey	Human Services	Low Resolved	TTR Missed: No	2.60



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<b>INC000000503405</b>	Lory Pond	Telecom	Call/Receive	Telephone		TIR Missed: No	0.23
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.23
<b>INC000000503415</b>	Denise Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503424</b>	Justin Brady	Application	None	SAFE		TIR Missed: No	0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.51
<b>INC000000503426</b>	Shirlene McCairns	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503427</b>	Kimberly Shaw	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503430</b>	Allen Orton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.73
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.73
<b>INC000000503465</b>	Steve Hillabrant	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503493</b>	Charles Goodman	Application	None	None		TIR Missed: No	0.29
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.29
<b>INC000000503505</b>	Jennifer Tanner	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503515</b>	Tanya Alborno	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503532</b>	Jose Rivera	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503539</b>	Faye Pilcher	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503544</b>	Cindy Evans	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503563</b>	Sterling Cabana	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503564</b>	Navina Forsythe	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.29
<b>INC000000503582</b>	Heather Rondorf	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000503590</b>	Susan Eddy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000503592</b>	Paula Lamb Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	RSA SecurID Software Token Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503596</b>	Richard G Johnston Metro B Help Desk	None Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503600</b>	Lesa Willhard Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503609</b>	Philip Applegarth Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503610</b>	Robert W Jones Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.11 0.26
<b>INC000000503619</b>	Geniel Evenson Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503630</b>	Geniel Evenson Metro B Help Desk	None Gary Graham	None Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503639</b>	Diane Pedersen Metro B Help Desk	None Gary Graham	None Human Services	Adobe Connect Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503650</b>	Kari Smith Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503664</b>	Jaimee Little Help Desk	Network James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503669</b>	Paul Kunz Help Desk	Network Julie VanBeekum	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503675</b>	Jackie L Pettis Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503685</b>	Cameron Cline Rural North Desktop Support	None Ruston McKay	None Human Services	IPCC Express Low	TIR Missed: No TTR Missed: No	0.00 1.07
<b>INC000000503689</b>	Katie DeGroot Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503692</b>	Lisa Hood Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Utah Statewide Immunization In Low	TIR Missed: No TTR Missed: No	0.55 0.57
<b>INC000000503693</b>	Susan Eddy Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503697</b>	Jody Rushton-Porter Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.35 0.65

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<b>INC000000503712</b>	Amy Tafoya	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.44
<b>INC000000503759</b>	Lori Herbert	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
<b>INC000000503810</b>	Judy Hull	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000503812</b>	Charlyn Child	Telecom	Dial Tone	Telephone	TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	1.18
<b>INC000000503839</b>	Jennifer Bodily	Application	None	SAFE	TIR Missed: No	0.45
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.73
<b>INC000000503844</b>	Danielle White	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000503867</b>	Calleen Chivers	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.21
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.49
<b>INC000000503879</b>	Justin Robb	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000503881</b>	Justin Robb	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000503889</b>	Gaye A Holt	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.21
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.28
<b>INC000000503934</b>	Jose Solorzano	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000503935</b>	Eva Clarke	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000503937</b>	Patrice Dozier	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000503943</b>	Sean T Orton	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.23
	Rural Central Desktop Support	John Donaldson	Human Services	Low Resolved	TTR Missed: No	0.23
<b>INC000000503945</b>	Jackie Knight	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000503958</b>	Mark Harward	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000503974</b>	Maria Justice	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00

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<b>INC000000503975</b>	Kristie M VanWagoner Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	0.00
<b>INC000000503976</b>	Susan Nance Voice Operations	Telecom Gail Christiansen	Call Management Human Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.42 2.64
<b>INC000000503980</b>	Robert Snarr Help Desk	Application Vicky Marrelli	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000503984</b>	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000504010</b>	Vicky Westmoreland Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000504016</b>	Ellen A Ferolie Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000504017</b>	Angela Robbins Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.01 0.02
<b>INC000000504031</b>	Carmen K Lloyd Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000504059</b>	Calleen Chivers Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000504138</b>	Kelly R Anderson Metro B Help Desk	Application Gary Graham	Error Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	0.04 0.14
<b>INC000000504152</b>	Sandi Evans Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000504163</b>	Beverly Clark Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.10 1.30
<b>INC000000504168</b>	Jeanine Taylor Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000504202</b>	Kathy Tollett Metro B Desktop Support	Application Peter Musser	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.26 0.26
<b>INC000000504223</b>	Alan K Misbach Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000504229</b>	Alan K Misbach Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.07
<b>INC000000504234</b>	Kris Shaw Application Services	PC/Laptop Martin Gonzalez	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.19 1.32

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## Human Services

<b>INC000000504246</b>	Janie Lopez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000504249</b>	Tammy Knight	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000504256</b>	Taunica Crump	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000504258</b>	Susan Street	PC/Laptop	Virus	None		TIR Missed: No	0.19
Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.19	
<b>INC000000504286</b>	Andrew Archuleta	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		
<b>INC000000504306</b>	Jennifer Stahle	Application	Password	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000504309</b>	Jamie Hayden	Application	None	SAFE		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.08	
<b>INC000000504311</b>	Margaret Farrington	Application	Password	Content Manager		TIR Missed: No	0.17
ORS Content Manager	Pam Lee	Human Services	Low	Closed	TTR Missed: No	0.17	
<b>INC000000504323</b>	Doris Prettyman	None	None	None		TIR Missed: No	0.09
Rural South Desktop Support	Lane Adams	Human Services	Low	Resolved	TTR Missed: Yes	10.21	
<b>INC000000504331</b>	Christie Howes	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000504343</b>	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000504352</b>	Darren Beal	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03	
<b>INC000000504366</b>	jill hill	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	2.29	
<b>INC000000504368</b>	Tracy Cundick	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000504378</b>	Danny Torman	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04	
<b>INC000000504381</b>	Rick Birrell	Network	Performance	None		TIR Missed: No	0.22
Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.58	
<b>INC000000504394</b>	Marta Bitton	None	None	None		TIR Missed: No	0.10
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.87	

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<b>INC000000504407</b>	Debbie Kidman	Network	None	None		TIR Missed: No	0.01
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.66
<b>INC000000504413</b>	Curtis Giles	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504422</b>	Lilian Thompson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504428</b>	Amanda Hornsby	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504431</b>	Maria Ponce	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504432</b>	Marsha Sherman	None	None	Content Manager		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000504441</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504448</b>	Melanie Rasmussen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Human Services	Low	Closed	TTR Missed: No	0.73
<b>INC000000504470</b>	Suzanne Beckstead	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504474</b>	Sylvia Stevenson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.66
<b>INC000000504478</b>	Judy Alice Harrington	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504487</b>	Venice Hampton	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504490</b>	Steve Rosales	Application	Password	Employee Gateway		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504491</b>	Jennifer Jamalkowski	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504493</b>	Sariah wilson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504497</b>	Keri Carter	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000504500</b>	Janene Parry	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000504514</b>	Michele Garrick	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504516</b>	Diane Miller	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504517</b>	Joseph V Cook	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000504523</b>	Jennifer Jamalkowski	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504531</b>	Jennifer Jamalkowski	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504544</b>	Spencer Hall	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504551</b>	jillian hill	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504599</b>	Kristi Elmer	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504606</b>	Annie Bennett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504616</b>	Brittany Slaughter	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504623</b>	Chris Wride	PC/Laptop	None	None		TIR Missed: No	0.35
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.35
<b>INC000000504645</b>	Corinne Harryman	PC/Laptop	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.19
<b>INC000000504654</b>	Shellie O Peterson	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504657</b>	Isaac Thomas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504670</b>	Liz Wing	None	None	None		TIR Missed: No	0.00
	Application Support - Content Man	None	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504671</b>	Brian D Nelson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.21
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.21
<b>INC000000504678</b>	Chris Morton	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.06

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<b>INC000000504681</b>	Keri Carter	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504686</b>	Sharon Timmons	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000504694</b>	Dian Chivers	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504698</b>	Stephanie O Nelson	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504709</b>	Margo Vick	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504721</b>	Nancy Hurst	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.09
	Rural South Desktop Support	Meladye Shively	Human Services	Low	Resolved	TTR Missed: No	1.40
<b>INC000000504728</b>	Jennifer Stahle	Application	Reporting	None		TIR Missed: No	0.17
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.33
<b>INC000000504732</b>	Kari Korous	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000504734</b>	Stacey Gleed	None	None	Gmail		TIR Missed: Yes	1.25
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	1.45
<b>INC000000504738</b>	Nicole Nielsen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.30
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.30
<b>INC000000504739</b>	Sharon Timmons	None	None	PGP		TIR Missed: No	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.42
<b>INC000000504753</b>	Christy Van Buskirk	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.41
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.41
<b>INC000000504777</b>	Carol Black	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.16
<b>INC000000504788</b>	Vicky Westmoreland	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000504791</b>	Mark Dallimore	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.60
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.75
<b>INC000000504797</b>	Kristie M VanWagoner	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504811</b>	Ernest Cuatto	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00



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<b>INC000000504815</b>	Marina Sanchez Metro A Help Desk	Application Ed Conrad	Error Human Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	0.00 2.91
<b>INC000000504824</b>	Dennis Manley Operations Production Control	Application Cal Brinton	Error Human Services	Medicaid Managed Information : Low	TIR Missed: No Resolved TTR Missed: No	0.13 0.23
<b>INC000000504841</b>	Anna Reposa Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.22 0.22
<b>INC000000504848</b>	Christopher Miller Rural Central Desktop Support	None Paul Petersen	None Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.04 0.04
<b>INC000000504849</b>	Celeste LaBorde Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.02
<b>INC000000504895</b>	Liz Wing Metro A Help Desk	Application Ed Conrad	Error Human Services	Content Manager Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.30
<b>INC000000504908</b>	Denise Anderson Rural North Desktop Support	None Neil Smedley	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000504910</b>	Dennis Manley Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000504942</b>	Patrice Dozier Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000504950</b>	Sylvia Canela Metro B Help Desk	PC/Laptop Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.03
<b>INC000000504955</b>	Darcy Anderson Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000504963</b>	Blanca Loya Application Services	Mobile Devices Dustin Crump	None Human Services	Droid Low	TIR Missed: No Resolved TTR Missed: No	0.07 0.29
<b>INC000000504968</b>	Lucy Atcher Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.02
<b>INC000000504969</b>	Debbie Craythorn Rural North Desktop Support	None Ryan Casey	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000504987</b>	Dan Barrett Metro B Help Desk	Application Val Shepherd	Password Human Services	Active Directory Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000504995</b>	Cynthia Akins Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	SAFE Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.18
<b>INC000000505008</b>	Cynthia Akins Metro B Help Desk	Application Val Shepherd	None Human Services	SAFE Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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<b>INC000000505009</b>	Chris Wride	None	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Annicke Valdez	Human Services	Low	Resolved	TTR Missed: No	0.15
<b>INC000000505074</b>	Geri Jones	Application	Error	None		TIR Missed: No	0.15
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	2.91
<b>INC000000505082</b>	Holly Jenkins	Telecom	None	Telephone		TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	1.18
<b>INC000000505091</b>	Chris Wride	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Annicke Valdez	Human Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000505098</b>	Chad McDonald	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505101</b>	Chris Hoffman	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505106</b>	Paul Jordan	Application	Error	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505108</b>	Joseph Bair	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505111</b>	Patty Fazzio	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505125</b>	Lee Fairbourn	Telecom	None	None		TIR Missed: No	0.17
	Voice Operations	Leon Owen	Human Services	Low	Resolved	TTR Missed: No	2.18
<b>INC000000505142</b>	Valerie King	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.29
<b>INC000000505168</b>	Rita Brooks	Application	Error	Microsoft Access		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000505179</b>	Vicky Wallace	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505187</b>	Cheryl Dubach	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.12
<b>INC000000505201</b>	Martin Roundy	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	3.48
<b>INC000000505204</b>	Judy Monarque	None	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	3.45
<b>INC000000505208</b>	Kasia Brill	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	3.43

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## Human Services

<b>INC000000505215</b>	Jody Rushton-Porter	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000505222</b>	Jason Gardner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505223</b>	Alisa Alonzo	Application	Password	Utah Master Directory		TIR Missed: No	0.16
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.16
<b>INC000000505234</b>	Jason Burton	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000505283</b>	Dan Barrett	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505296</b>	Michael Cox	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505311</b>	Brian D Nelson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Matthew Blunk	Human Services	Low	Resolved	TTR Missed: No	1.66
<b>INC000000505342</b>	Lauren Elvidge	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505358</b>	Judy Hafen	Application	None	None		TIR Missed: No	0.21
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	2.62
<b>INC000000505359</b>	Kay Layton	None	None	Mozilla Firefox		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.10
<b>INC000000505367</b>	Rachel Price	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505398</b>	Jeri Boyle	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	0.23
<b>INC000000505409</b>	Suzanne O'Connell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505417</b>	Kristie M VanWagoner	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505421</b>	Jennifer McCourt	PC/Laptop	None	None		TIR Missed: No	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.49
<b>INC000000505424</b>	Dorothy Richardson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505430</b>	Shenille Stewart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000505438</b>	Donna Cheryl Tuttle	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505467</b>	Marty Robins	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000505483</b>	Jennifer McCourt	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505496</b>	Jaki Dayton	None	None	None	TIR Missed: No	0.00
Metro B Hosting	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505540</b>	Chris Morton	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505546</b>	Lindsay Adams	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	0.67
<b>INC000000505550</b>	Stacey Boyd	None	None	None	TIR Missed: No	0.42
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.65
<b>INC000000505558</b>	Shenille Stewart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505562</b>	Trudy Decantu	Application	Error	Novell GroupWise	TIR Missed: No	0.46
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.60
<b>INC000000505582</b>	Kathy Tollett	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505585</b>	Chris Morton	None	None	Citrix Installation Manager	TIR Missed: No	0.32
Metro D Hosting	Sean McMillan	Human Services	Low	Resolved	TTR Missed: No	0.91
<b>INC000000505599</b>	Janis Widdison	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000505618</b>	Peggy Matlin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505628</b>	Heidy Tippetts	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000505636</b>	Siasulu Limutau	Application	Password	Novell GroupWise	TIR Missed: No	0.32
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.65
<b>INC000000505650</b>	Jennifer Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505652</b>	Vedrana Ilic	None	None	None	TIR Missed: No	0.41
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.58

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## Human Services

<b>INC000000505669</b>	Michael Blakey	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000505711</b>	Staci Ghneim	Telecom	Voice Mail	Telephone	TIR Missed: No	0.31
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	2.09
<b>INC000000505725</b>	Peggy Matlin	Application	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000505750</b>	Kevin Jackson	Application	None	Citrix ICA Client	TIR Missed: No	0.76
	Application Services	Tony Larsen	Human Services	Low Resolved	TTR Missed: No	1.59
<b>INC000000505772</b>	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000505791</b>	Warren Malupo	Application	Password	Novell Messenger	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000505800</b>	Rebekah Ramey	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.17
<b>INC000000505811</b>	Dorie Farah	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.07
<b>INC000000505815</b>	Richard Spencer	Network	None	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000505850</b>	Jeanne McNeil	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000505893</b>	Jeffrey Hume	Server	None	None	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000505916</b>	Kim Funk	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000505917</b>	Heidi Hansen	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000505920</b>	Cheryl Schilling	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000505944</b>	John H Thompson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000505945</b>	Edith Martinez	None	None	None	TIR Missed: No	0.03
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.94
<b>INC000000505963</b>	John Macfarlane	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Resolved	TTR Missed: No	0.00

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## Human Services

<b>INC000000505995</b>	Vicky Hatch Kaufmann	Application	Password	Citrix ICA Client	TIR Missed: No	0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.10
<b>INC000000506019</b>	Timothy Herzog	Network	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506037</b>	Mark Orchard	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.11
<b>INC000000506063</b>	Debra Dopp	Mainframe	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
<b>INC000000506093</b>	John Bonnett	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Resolved	TTR Missed: No	3.81
<b>INC000000506098</b>	Carol Kendall	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506152</b>	Kathie Thomas	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506161</b>	Marcela Eduardo	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506166</b>	Honey Bischoff	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506174</b>	Cindy Tincer	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506175</b>	Roy Perez	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506193</b>	Fololini Havea	None	None	None	TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506208</b>	Ahotuku Tafea	None	None	None	TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506209</b>	Julie Snell	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	1.53
<b>INC000000506210</b>	Cindy Tincer	None	None	None	TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506243</b>	Ted Mardesich	None	None	None	TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506252</b>	Pamela Deeben	None	None	None	TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low Resolved	TTR Missed: No	0.00

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<b>INC000000506255</b>	Candice Winward	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506268</b>	Heather Rondorf	Application	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506277</b>	Hiram Lund	None	None	None		TIR Missed: No	0.01
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.12
<b>INC000000506282</b>	Debbie Stevens	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506283</b>	Heather Rondorf	Application	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506287</b>	Gregory Porter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506297</b>	Jamie Strong	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506298</b>	Danny R Wheatley	Application	Error	PGP		TIR Missed: No	0.41
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.58
<b>INC000000506300</b>	Mark Brasher	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506304</b>	Janice Gee	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506305</b>	Janice Gee	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506306</b>	Janice Gee	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506307</b>	Janice Gee	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506323</b>	Marcela Eduardo	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506332</b>	Polly Gregson	Network	None	None		TIR Missed: No	0.47
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.81
<b>INC000000506341</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506345</b>	Jennifer M Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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## Human Services

<b>INC000000506347</b>	Michael Cox	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506357</b>	Zeljka Borro	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506361</b>	Faye Pilcher	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506375</b>	Kristin Bell	None	None	None		TIR Missed: Yes	1.27
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.27
<b>INC000000506376</b>	Cecil Robinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506383</b>	Patsy Hancock	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.17
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	2.72
<b>INC000000506388</b>	Annette Long	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506394</b>	Sarah Pratt	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506409</b>	Stephen Phair	Application	Error	Utah Master Directory		TIR Missed: No	0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.34
<b>INC000000506434</b>	Jennie Olson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506450</b>	Emma Montoya	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506477</b>	Kelsey Clark	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506481</b>	Janis Widdison	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506506</b>	Mirta Richards	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.32
<b>INC000000506508</b>	Cody McBride	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.26
<b>INC000000506517</b>	Roger Andra	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506558</b>	Sandra Wissa	None	None	None		TIR Missed: No	0.56
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	1.14



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## Human Services

<b>INC000000506560</b>	Wilton Lolofie	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506567</b>	Georgina Trujillo	PC/Laptop	Password	BlueZone	TIR Missed: No	0.47
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.49
<b>INC000000506568</b>	Michelle Hauck	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506592</b>	David D Young	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506605</b>	Michelle Hauck	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.07
<b>INC000000506622</b>	Leslee Butterfield	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506625</b>	Barbara Ruff	Application	None	Internet Explorer	TIR Missed: No	0.07
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	1.16
<b>INC000000506626</b>	Patty Fazzio	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.07
<b>INC000000506628</b>	Carly Echols	Application	Password	Citrix ICA Client	TIR Missed: No	0.04
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.52
<b>INC000000506630</b>	Judy Sorenson	Mainframe	Password	None	TIR Missed: No	0.46
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.60
<b>INC000000506637</b>	Melissa Riley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506659</b>	John Bonnett	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506661</b>	Julie Lail	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506670</b>	Monica Kitchens	None	None	Gmail	TIR Missed: No	0.36
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.51
<b>INC000000506679</b>	Dale Hancock	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506689</b>	Patsy Hancock	None	None	None	TIR Missed: No	0.14
	Strategic Communications	Luis Larios	Human Services	Low Resolved	TTR Missed: No	3.75
<b>INC000000506691</b>	Alisa VonRiotte	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	0.00

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## Human Services

<b>INC000000506732</b>	Kassie Jensen	Application	Reporting	Citrix ICA Client	TIR Missed: No	0.26
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	3.56
<b>INC000000506740</b>	Susan Musser	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506745</b>	Dan Chatterton	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506748</b>	Sherrie Snow	Network	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Resolved	TTR Missed: No	3.78
<b>INC000000506777</b>	Karma Limb	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506782</b>	Tiffany Sandberg	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.32
<b>INC000000506809</b>	Jackie Languet	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506822</b>	Gene Ashdown	None	None	None	TIR Missed: No	0.06
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.06
<b>INC000000506838</b>	Janet Froelich	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506840</b>	Boni Seals	Application	Password	SAFE	TIR Missed: No	0.09
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.12
<b>INC000000506850</b>	Lucas Dalton	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.18
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.29
<b>INC000000506862</b>	Alycia Jurgela	None	None	SAFE	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low Resolved	TTR Missed: No	1.27
<b>INC000000506892</b>	Brittany Slaughter	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506934</b>	Cathy Valerio	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506943</b>	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000506967</b>	Stephanie Kenney	None	None	DB2 Query Management Facility	TIR Missed: No	0.32
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	1.21
<b>INC000000506980</b>	Julene Jones	Application	Password	Citrix ICA Client	TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.14

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## Human Services

<b>INC000000506984</b>	Janis Widdison	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506987</b>	Linda Rickenbach	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506988</b>	Amy A Olsen	Application	Error	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506995</b>	Jeanne Godfrey	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000507001</b>	Alden Carroll	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.23
<b>INC000000507014</b>	Heidi Jones	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000507016</b>	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.04
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000507021</b>	Vickie Jones	Application	Password	Office of Recovery Services Inf		TIR Missed: No	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000507041</b>	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000507042</b>	Corinne Harryman	Application	Password	eFIND/eSHARE		TIR Missed: No	0.27
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.31
<b>INC000000507054</b>	Scott Campbell	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000507093</b>	Bonnie E Martineau	None	None	None		TIR Missed: No	0.00
	Application Development	Terry Davis	Human Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000507106</b>	Corinne Harryman	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000507119</b>	Jennie Olson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000507132</b>	Amy Smith	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000507167</b>	David Solum	Server	None	None		TIR Missed: No	0.35
	Capitol Hosting	Joe Benson	Human Services	Low	Resolved	TTR Missed: No	0.61
<b>INC000000507194</b>	Lori Giovannoni	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00

# Enterprise Incident Report April 2012

As of 5/1/2012

## Human Services

<b>INC000000507209</b>	Jodi Delaney	Application	Password	Novell GroupWise	TIR Missed: No	0.08
Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.10
<b>INC000000507217</b>	Xavier Tisdol	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000507245</b>	Pamela Deeben	None	None	None	TIR Missed: No	0.00
Salt Lake Data Center Operations	Kristi Behunin	Human Services	Low	Resolved	TTR Missed: No	0.00